CATS-UPSIC

Complaint & Appeal Tracking System
Uttar Pradesh State information Commission

User Manual for the Citizen's Mobile Application

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By,

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1. GLOSSARY/DEFINITION

Abbreviation	Description
NIC	National Informatics Centre
PIO	Public Information Officer
FAA	First Appellate Authority
CIC	Chief Information Commissioner
IC	Information Commissioner
IT	Information Technology
ICT	Information and Communication Technology
MIS	Management Information System
FM	Facilitation Memo
RO	Research Officer

2. PROJECT'S BASIC ORGANIZATIONAL STRUCTURE

2.1 Project Title

The Project Title is **CATS UPSIC** which is an abbreviation used for the **Complaint and Appeal Tracking System for Uttar Pradesh State Information Commission.**

2.2 Project Cycle

The CATS UPSIC Computerization project is roll-out software after the successful completion of the Pilot Phase.

2.3 About UPIC Department

2.3.1 Client

The client of this software is the Department of Uttar Pradesh State Information Commission of Uttar Pradesh State in India.
The product has been initiated by the Department of Uttar Pradesh Information, designed, and developed under technical guidance of NIC.

2.3.2 Background of the Department

To uphold the spirit of the RTI Act and secure every citizen's Right to Information by facilitating access to information under the control of public authorities in order to promote transparency and accountability in the working of every such authority and develop an informed citizenry.

With the enactment of the **Right to Information Act, 2005**, the fact that the right to information is a fundamental right flowing from Articles 19(1) (A) and 21 of the Constitution of India, has now been well settled. The ultimate aim of the Right to Information Act is to have a well-informed citizenry, which is aware of its rights, and well-trained officers of public authorities who are aware of their duties and functions under the Act. A government committed to effective implementation of the Act together with active participation of non-governmental organizations and other activists and with an active Information Commission would be able to achieve the desired results.

The State Information Commission of Uttar Pradesh, which came into being on 14-09-2005 is on the forefront to achieve the goals enshrined in the Right to Information Act, 2005 to mound an informed citizenry, to promote transparency of information held by or under the control of the public authorities, contain corruption, and to hold governments and its instrumentalities accountable to the governed.

Online Service Portal for Department of Uttar Pradesh Information (Complain and Appeal Tracking system)

Alongside other tasks, Department of Uttar Pradesh Information (Complain and Appeal Tracking System) performs following major tasks:

- Complaint under section 18 of the Right to Information ACT, 2005
- Second Appeal under section 19(3) of the Right to Information ACT, 2005
- Documents related to running case or Keep On File (KOF)
- Facilitation Memo Generated Application
- Order Recall (Rule - 12)
- Physical File Inspection
- Copy Application
- Office Order and copy application/inspection application.
- Request for Online Order Correction
- Request for Online Court Transfer

2.3.3 Functions of the Department

The department performs the following functions:

1. Citizen Registration:

The applicant requires to register himself/herself with required details on CATS-UPSIC portal to fill the application forms.

2. Application Submission:

Citizens have to fill out the Complaint, Appeal, Order Recall (Rule-12) and other form with required details and upload supporting documents and submit them for review.

3. Officer Verification:

Once the application is submitted by the citizen, it will be forwarded to the "**Scrutinizer**". After receiving the application, Scrutinizer will scrutinize the application on the basis of check lists and after that applications will be forwarded the Research Officer.

To continue, Research Officers have the authority to approve the application. The research officer can approve the application in three ways as per its verification-

   a. **Mark as Special-** Applications generated by VVIP Citizen or Application which needs special attention are Marked as Special case and forward to court with unique file/case number.
   b. **Approved-** Research officer will Review the approve case and after DSC, it will be forwarded to Court with a unique system generated Case Number.
   c. **Revert to Scrutinizer** - if Application has any mistakes or requires some modification as per checklist then Research officer will revert it to Scrutinizer.

4. Facilitation Memo: Registrar/Joint registrar will receive the rejected application from Research Officer. Registrar/Joint Registrar has the authority to generate the Facilitation Memo against the rejected application.

5. Hearing Room:

In the hearing room there are four main users: -

Commissioner: - Commissioner will supervise the work of remaining three users and give the decisions against every case number.

Ahlmad: - Ahlmad receives all the approved files from research officer. Assign the first date of hearing and generate the notices.

Peshkar: - The peshkar is responsible for generating the cause list, updating decision types, and obtaining approval for the cause list, among other tasks.

Stenographer: - After the approval of the cause list, the stenographer will receive it, upload the order file, and create the order. Subsequently, the stenographer will forward the order to the commissioner for approval and digital signature.

6. Other Sections:

Archive Section: - The Archive section receives all the non-penalty disposed files on the 15th of each month and saves files in the compactor. It receives file requests from the hearing room and sends the requested files to the hearing room under the supervision of the registrar/joint registrar. Moreover, the Archive section is tasked with scheduling dates for physical file inspections.

Penalty Section: - The Penalty section handles disposed penalty cases, generates notices, and updates the penalty recovery records.

Copy Section: - Copy Section provides authorized copy of order and other documents as per the applicant's request.

Litigation Section: - This section works on those cases which have been challenged in Hon'ble High Court and Hon'ble Supreme Court.

2.3.4 Organizational Structure
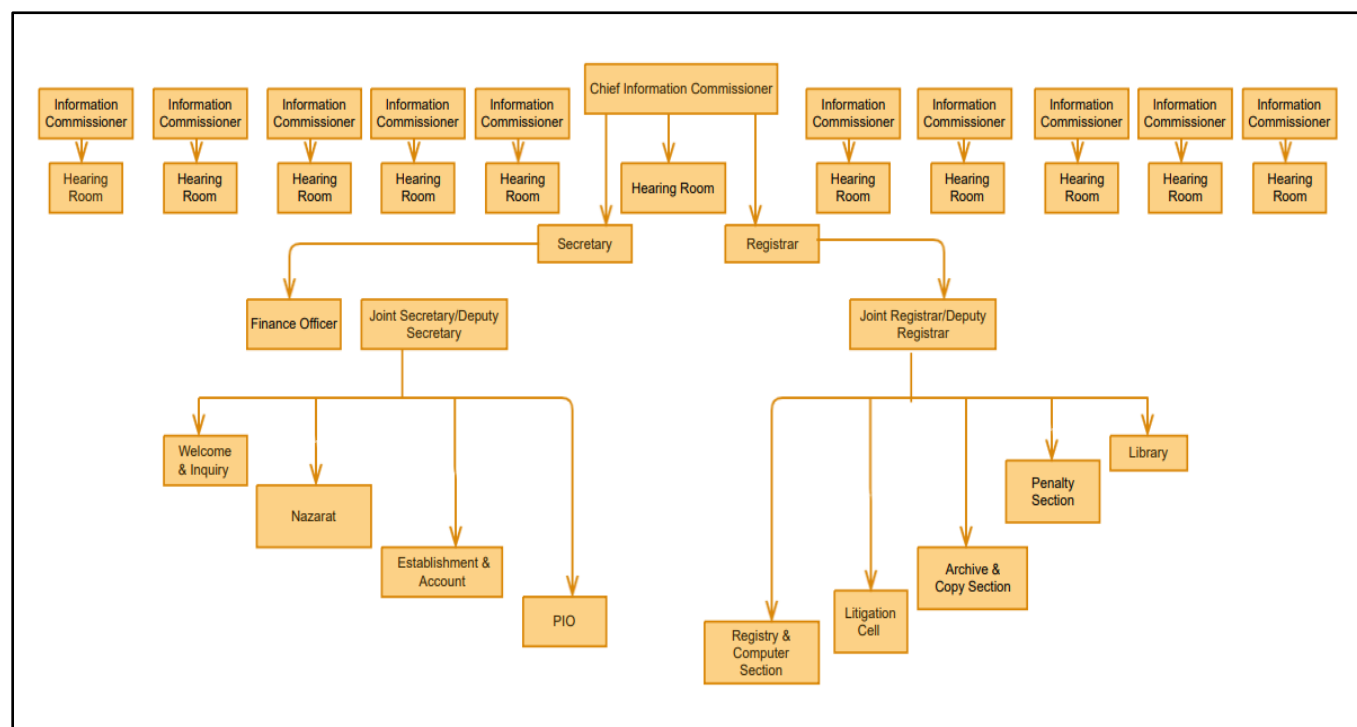
2.4 Project Initiator Details

National Informatics Centre, State Unit, Uttar Pradesh has initiated the development of Complaint and Appeal Tracking System for the Department of Information Commission as a technical consultant.

2.5 Name of the Implementing Agency

Uttar Pradesh Information Commission 7/7A, RTI Building Vibhuti Khand, Gomti Nagar Lucknow, Uttar

Pradesh.

2.6 Name and Job Title of the key contact person

Uttar Pradesh State Information Commission.

Key contact person (person responsible for Implementation)

Chief Information Commissioner of Uttar Pradesh Information Commission, Government of Uttar Pradesh
Contact details: U.P. Information Commission
Ph: 0522-2724930
Email: webmaster-upic@up.gov.in

2.7 Software development/Computerization Agency

National Informatics Centre (NIC) has provided technical support for software development through

hired outsourced work force, deployed by the U.P. State Information Commission.

2.8 Location of project implementation

Uttar Pradesh Information Commission 7/7A, RTI Building Vibhuti Khand, Gomti Nagar Lucknow, Uttar

Pradesh.

3. CATS UPSIC PERSPECTIVE

The prime objective for automation of the department of UPIC envisages the subsequent:

a. The department's portal has been designed according to the GIGW(Guidelines for Indian Government Websites), which allows users to access helpful documents, well-defined inspection procedures, and checklists with just a click, anytime and anywhere. Additionally, the portal offers online verification of approval orders related to complaints, second appeals, KOF, and Order Recall Rule-12.

b. Automated System for work allocation of Hearing of the Department.

c. Citizen-centric and user-friendly interfaces are essential for online service portals that allow citizens to apply for complaints or appeals and download digitally signed orders. The portal should be designed with the citizen in mind, making it easy for them to access and navigate. By providing a seamless and efficient service, citizens will be more likely to use the portal, increasing its effectiveness in addressing their needs.

d. Timely Issuance verdict for complaint application.

- Online Application.
- Upload scanned supporting documents.
- Generation of application registration number
- Track the status of application online.
- Work flow-based Disposal of application.
- Generation of the orders.

e. Timely Issuance verdict for Second Appeal.

- Online Application.
- Upload scanned supporting documents.
- Generation of application registration number
- Track the status of application online.
- Work flow-based Disposal of application.
- Generation of the orders.

f. Timely Issuance verdict for Order Recall Rule-12.

- Online Application.
- Upload scanned supporting documents.
- Generation of application registration number.
- Track the status of application online.
- Work flow-based Disposal of application.
- Generation of the orders.

g. Documents related to running case or KOF Keep on File

- Online Application.
- Upload scanned supporting documents.
- Generation of diary number.
- Track the status of application online.
- Work flow-based Disposal of application.

h. Timely Issuance authorized order copy for complaint/second appeal.

- Request for copy application if Eligible
- Online application
- Upload scanned supporting documents
- Generation of diary number.
- Track online the status of application
- Online Payment of fees
- Generation of authorized order copy

i. Application for physical file inspection

- Online Application
- Upload scanned supporting documents
- Generation of diary number.
- Track online the status of application
- Online Payment of fees

j. **Mobile App** for Citizen for submitting online Complaint/Appeal and various applications.

4. SELECT LANGUAGE

Citizens have to select the language in which they wish to proceed. To select, they are required to click on their language of choice in the Dropdown menu of the "**Select Language**".
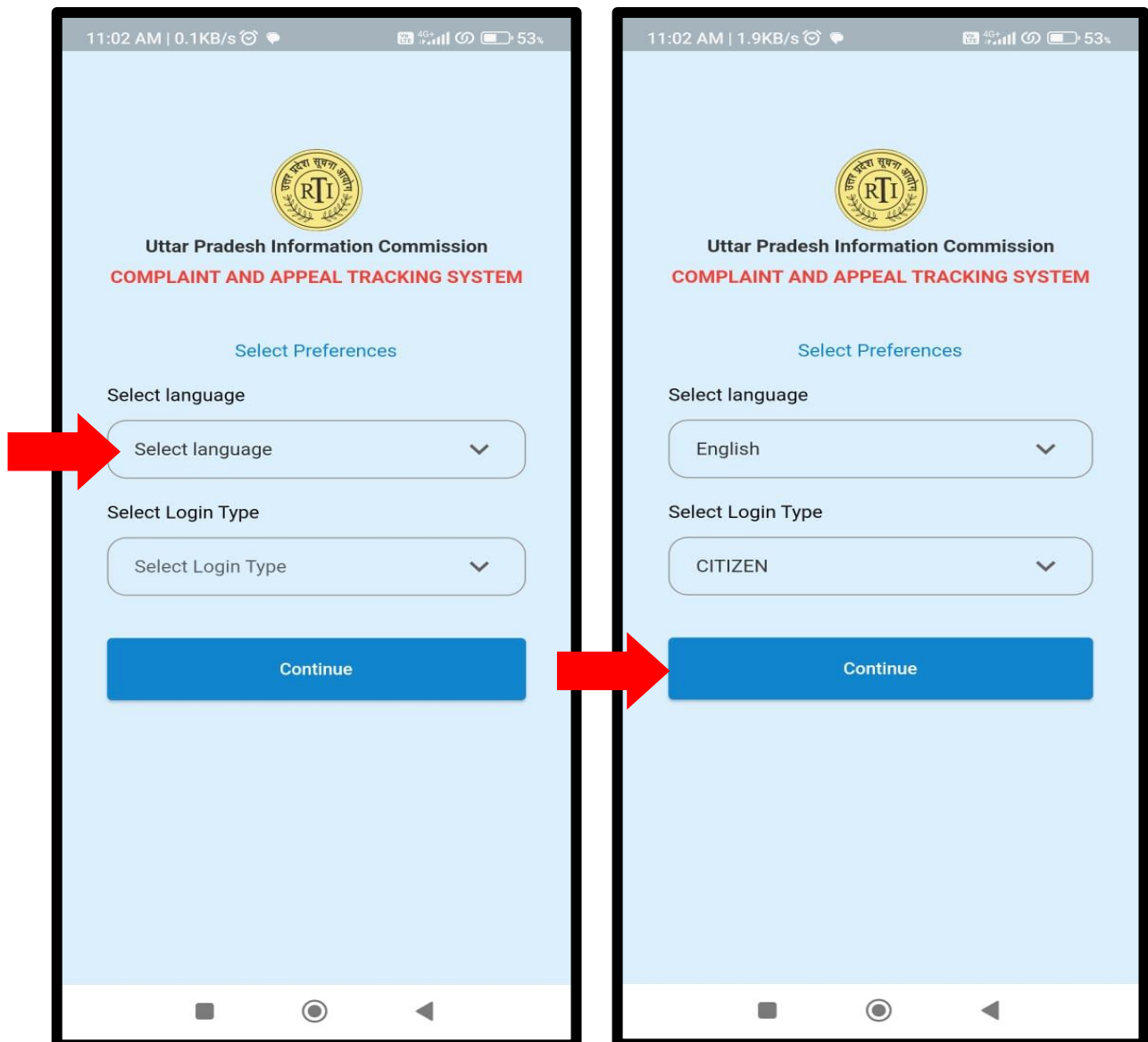
Suppose, a citizen selects Hindi as his/her language of choice, then all the subsequent pages would appear in the Hindi Language.

5. SELECT LOGIN TYPE

Citizens have to select login type as citizen to proceed. To select, they are required to click on Login Type in the dropdown menu.
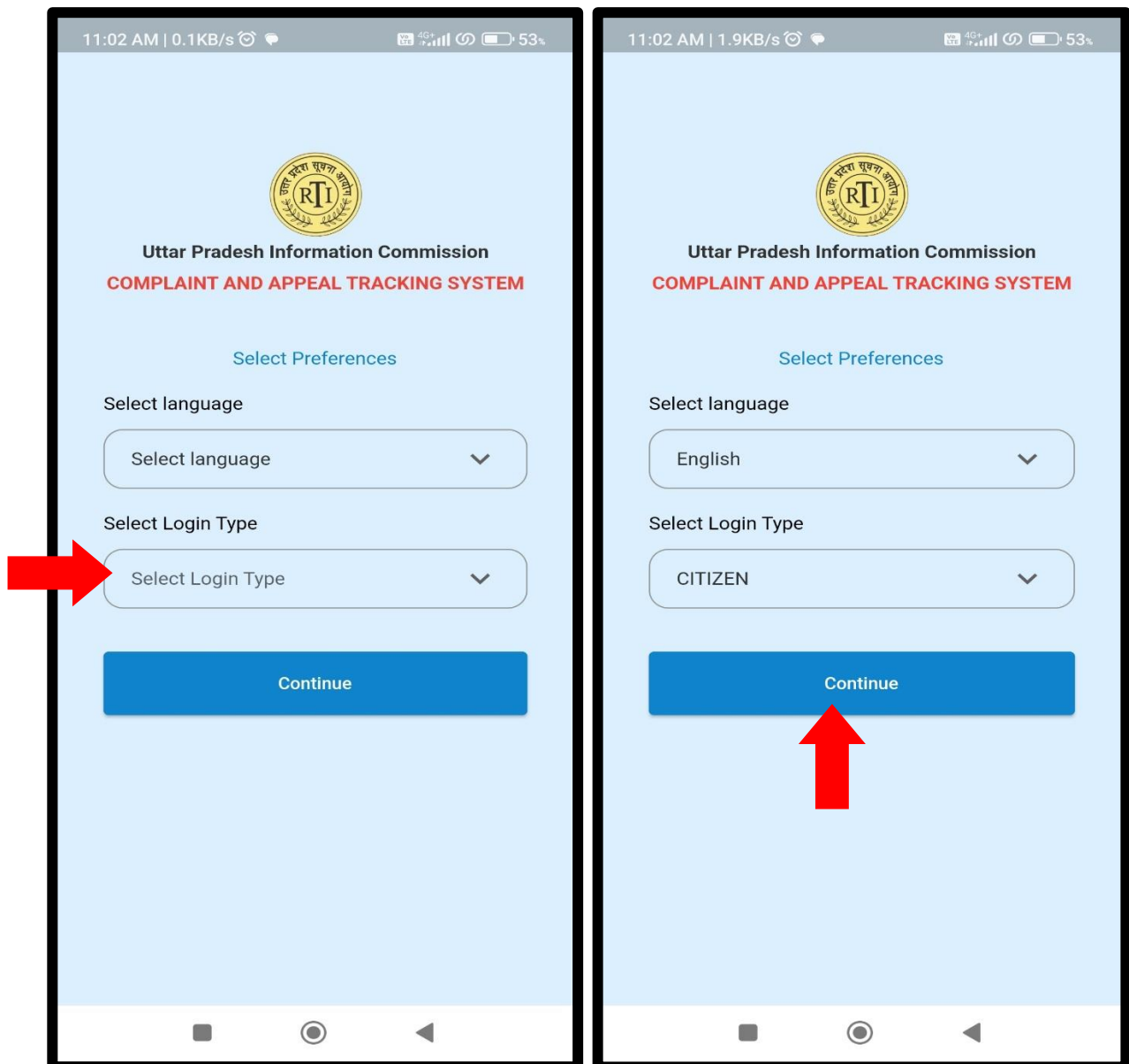
6. ABOUT

After clicking on 'Continue,' the user will be directed to the About page, where they can find detailed information about the app. Alternatively, they can choose to click on 'Continue' to proceed further.
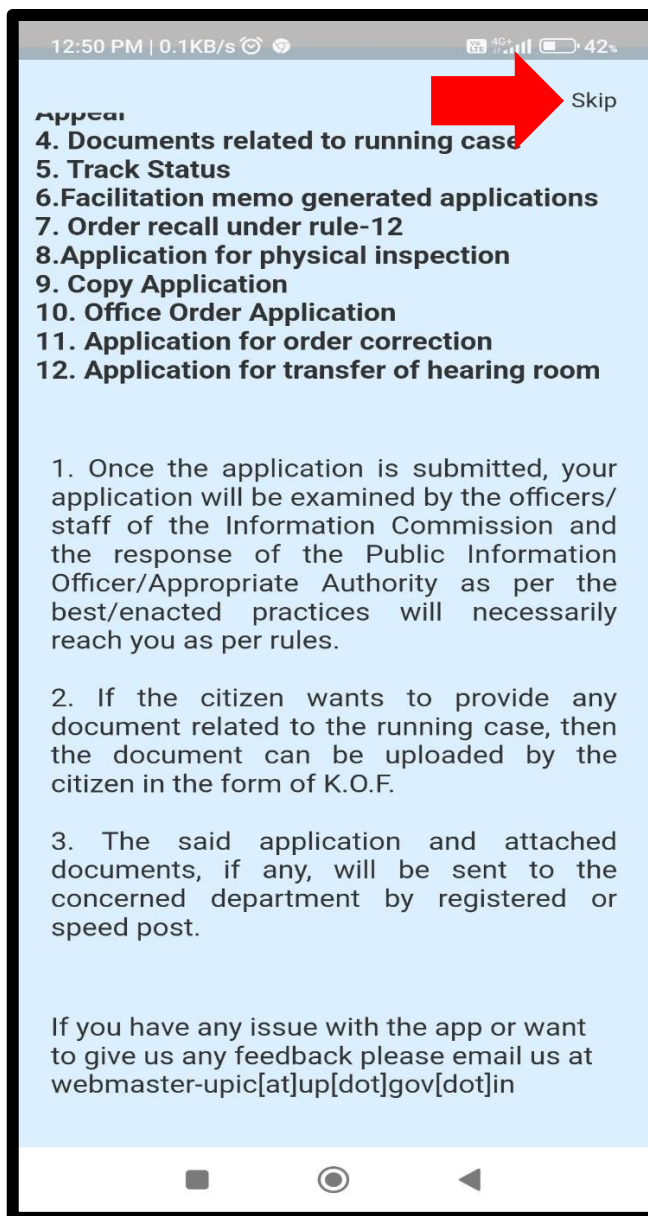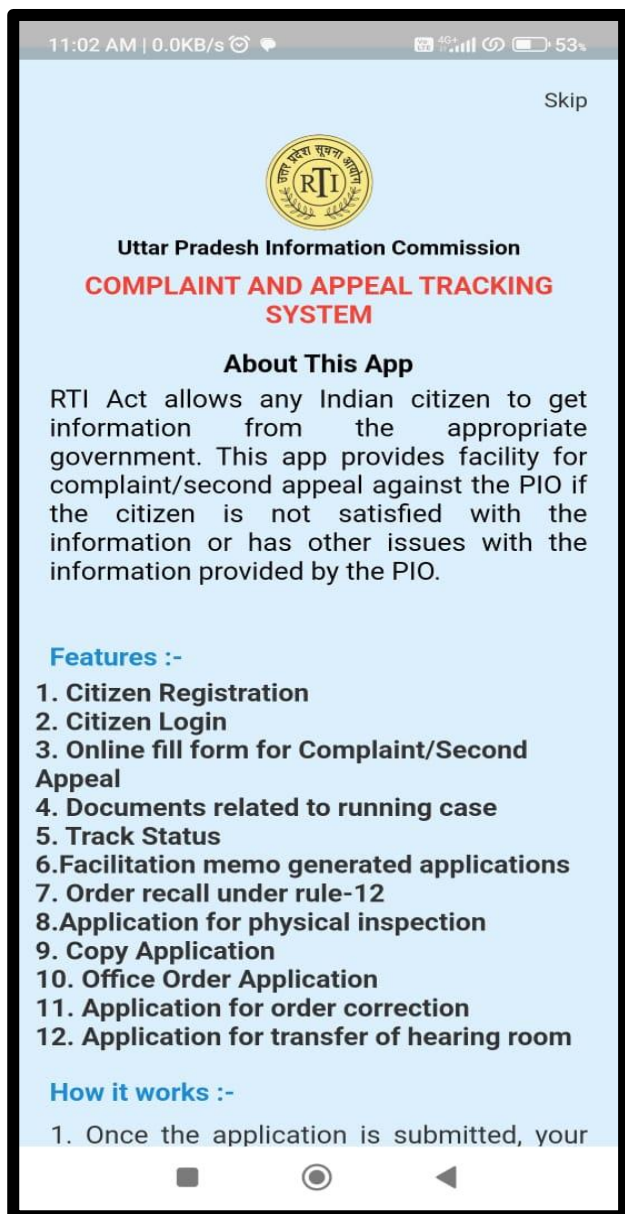
7. INTRODUCTION

If any citizen wants to continue with the app, he/she will select the **"Skip"** option available at the top right of the about and other pages.

If any citizen wishes to proceed with the app, they can click the "skip" button, option located at the top right of the about and other pages.

Order recall under rule-12

After disposal of your application, you can request for order recall under (Rule - 12)

Uttar Pradesh Information Commission

COMPLAINT AND APPEAL TRACKING SYSTEM

CITIZEN LOGIN

Login ID

Enter Login ID

Password

Enter Password

Login
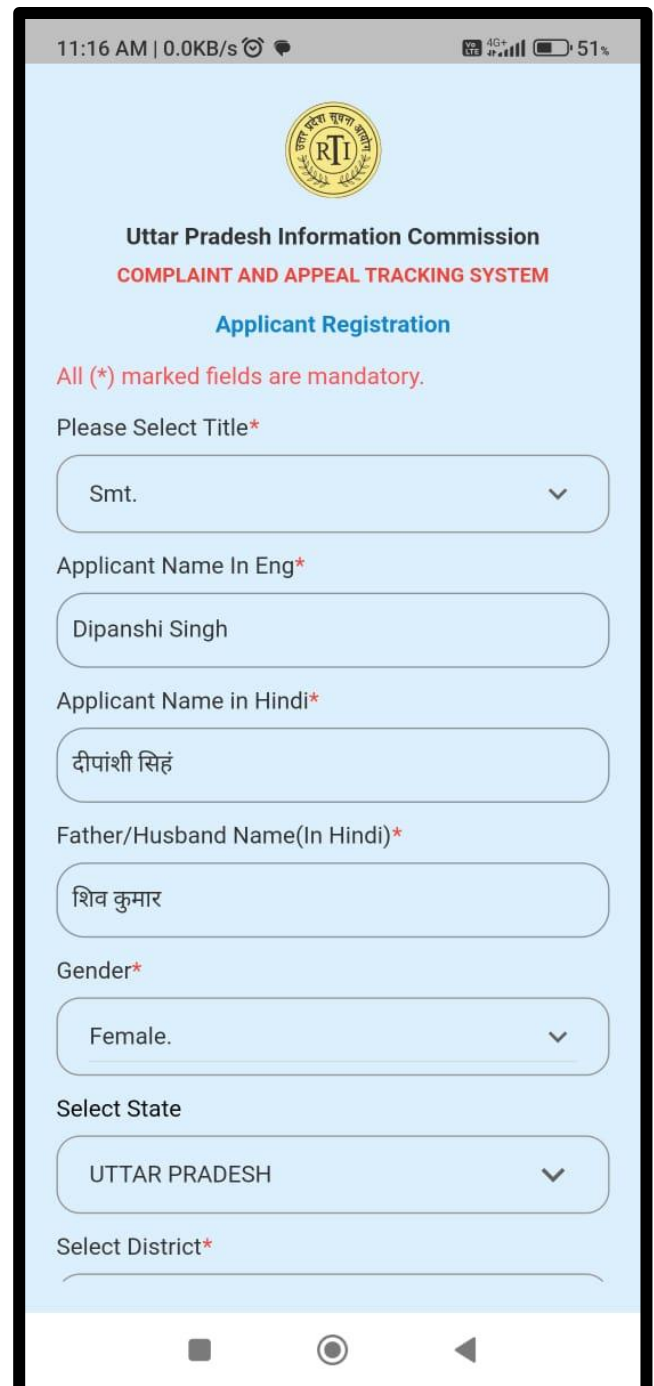
Login with mobile number

Forgot Password?

Forgot Login ID?

Not Registered yet? **Register here**

New Device Registration
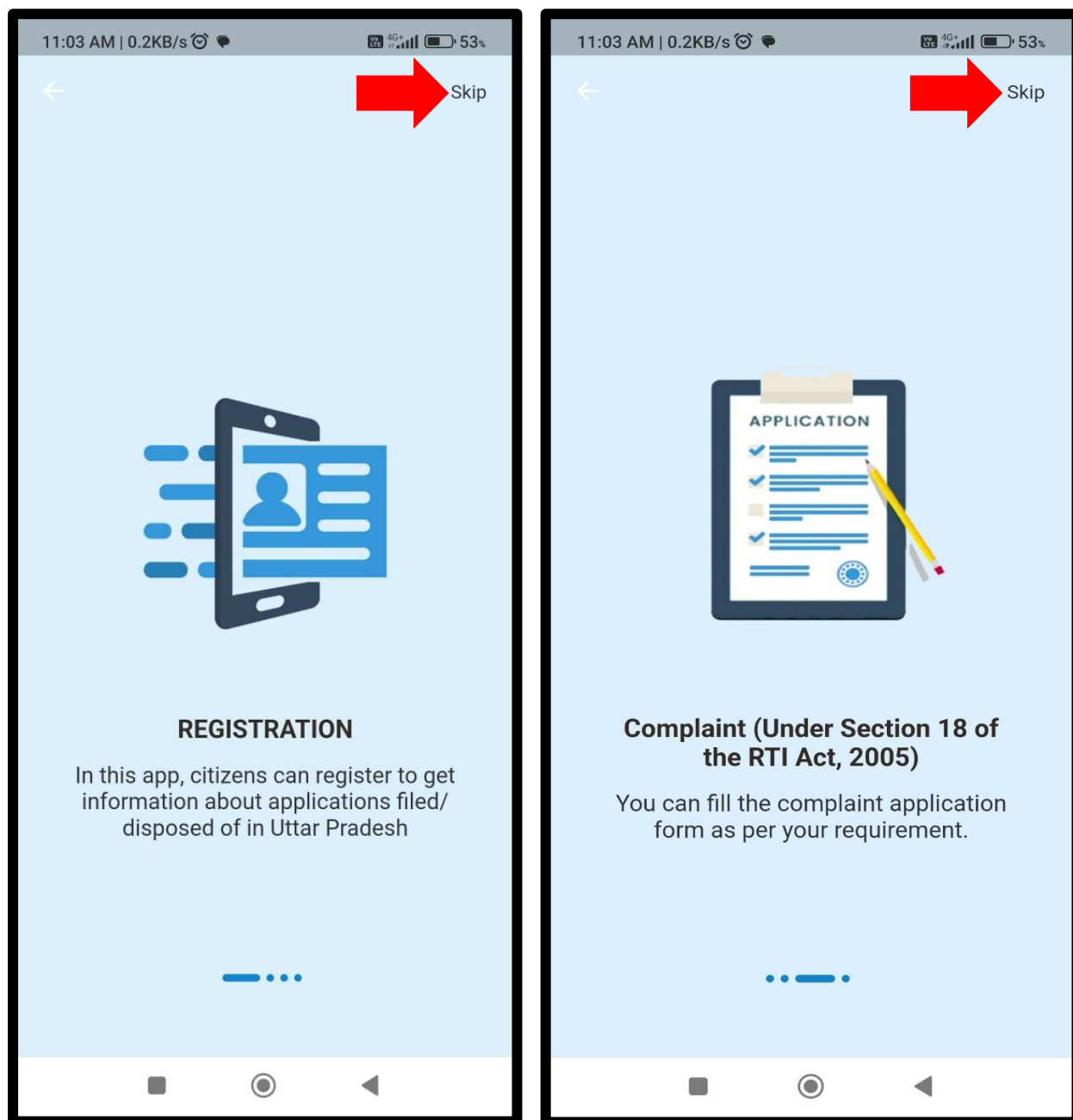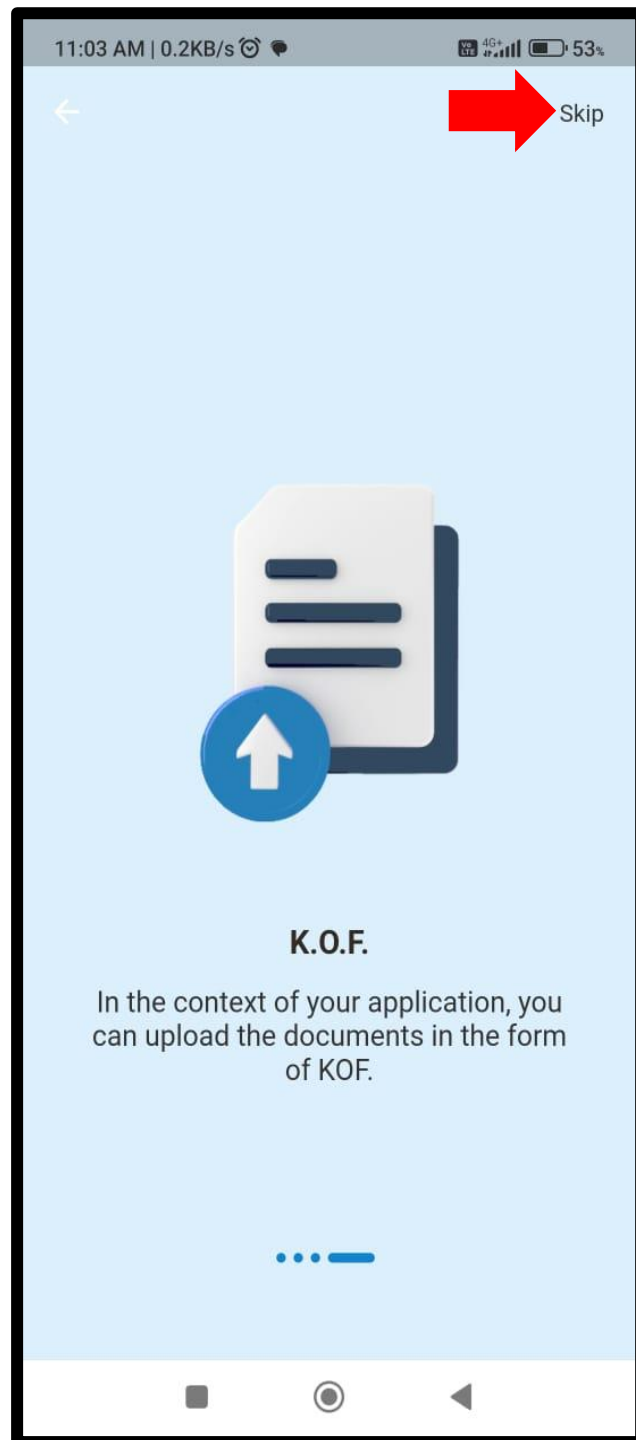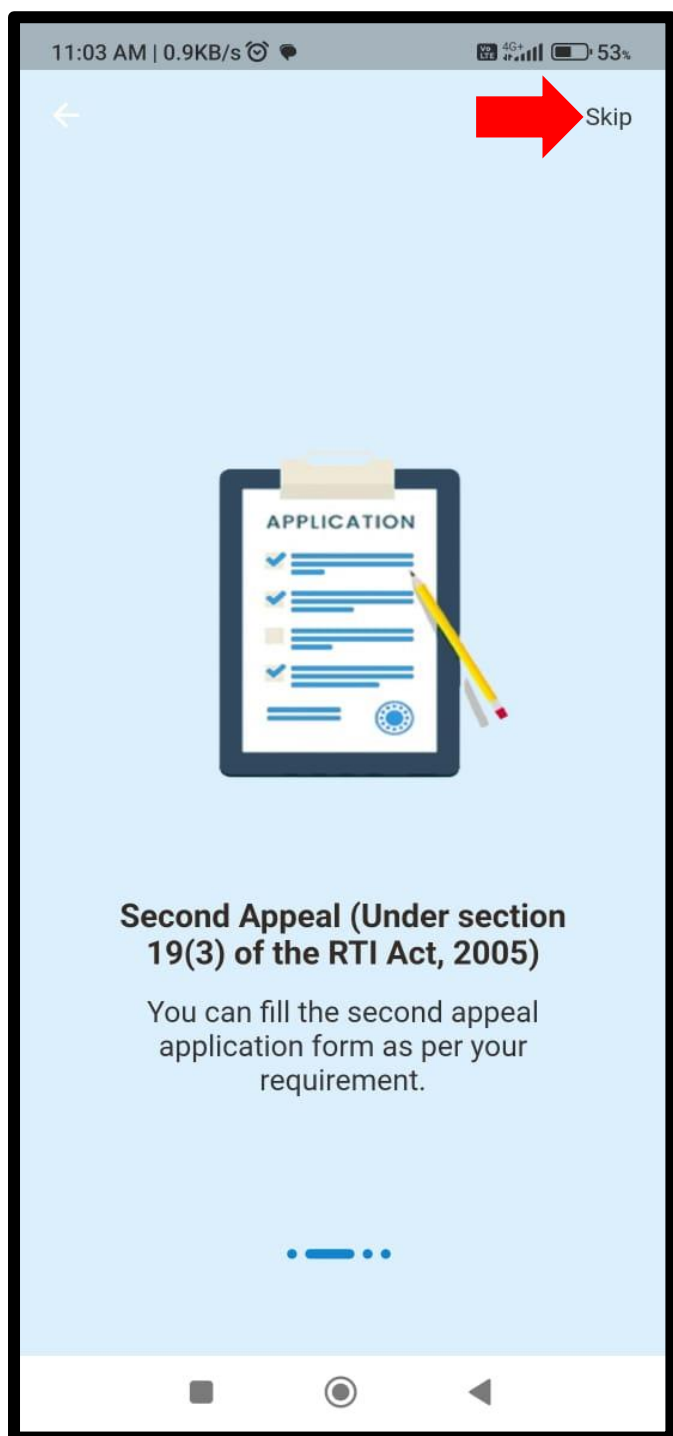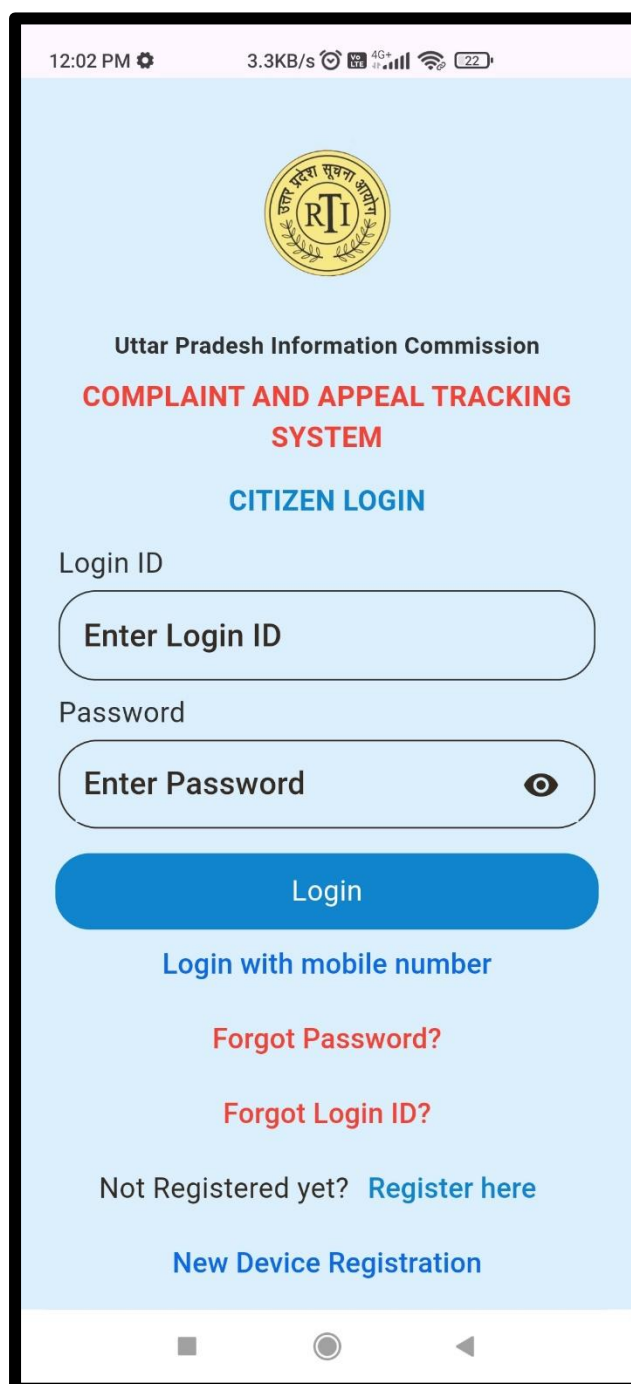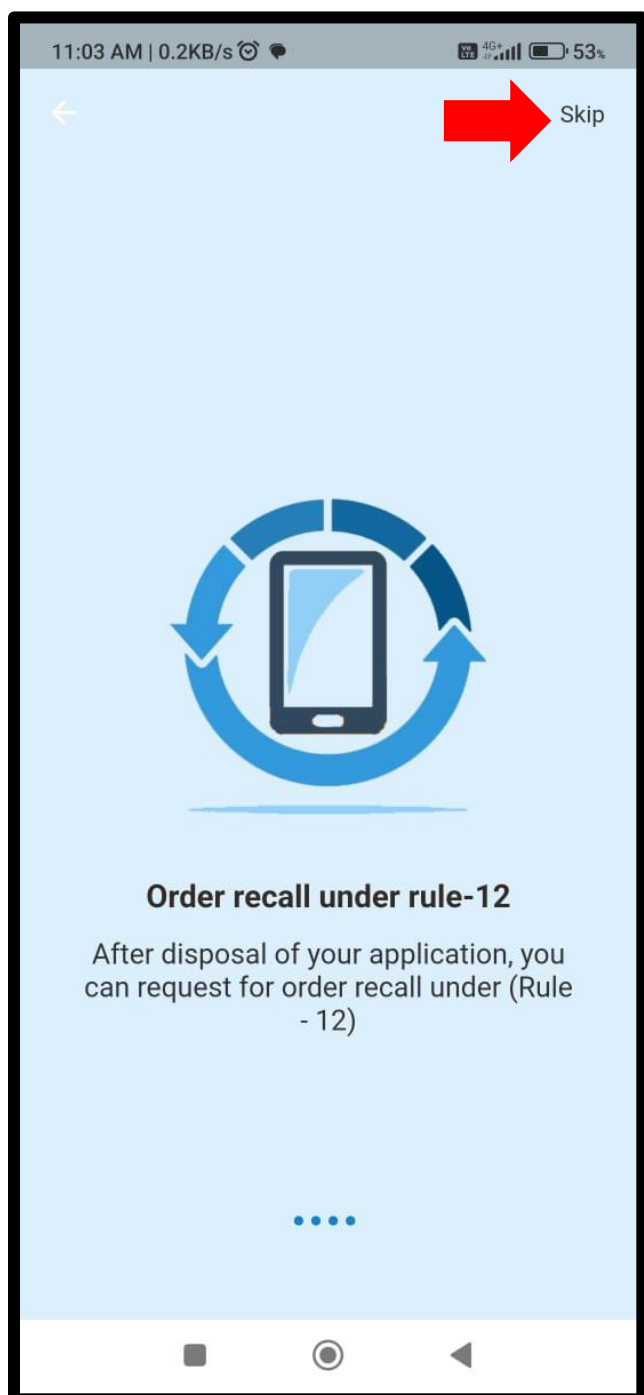
8. REGISTRATION

If any citizen wants to register with the portal, he/she will select the **"Register here"** option available on the Login page.

For registration, a Citizen requires a unique mobile number and an ID proof. To Proceed; a citizen is required to click on **"Register Here."**

After clicking on "Register Here", the registration form will be opened. A Citizen is required to enter the Applicant name in English and Hindi, address, valid mobile number (not registered with the portal before) and valid email id, select and upload the id-proof then click on **"Continue."**

Note: Your password must satisfy the following conditions:

- Password should be min 8 and max 30 character long.
- Password should have at least one alphabet.
- Password should have at least one numeric value.
- Password should have at least one letter in uppercase.
- Password should have at least one special characters among (@, #, $, _).

The citizen is required to click on **'Continue'** on confirmation dialog as shown in below screenshot.

The citizen is required to enter the OTP received on his/her Mobile number and then click on **"Verify & sign up."**

The Citizen will receive a unique login id on his/her mobile which he/she can use for Login.
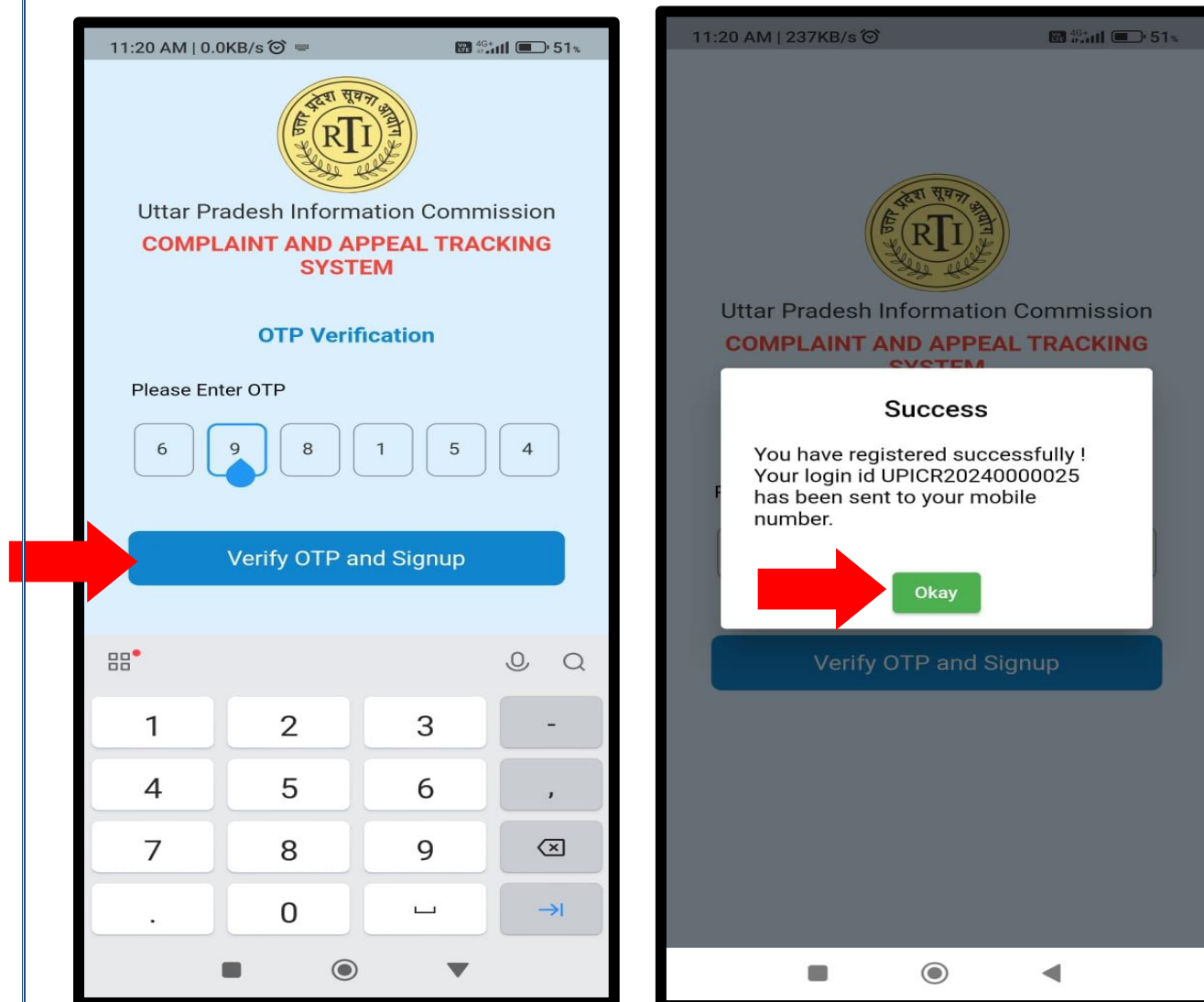
9. LOGIN

The citizen is required to enter their unique login ID received at the time of registration, followed by their password. After entering the necessary information, they should click on the "**Login**" button.

10. DASHBOARD

Applicant dashboard page will be opened after clicking the **"Login"** button.
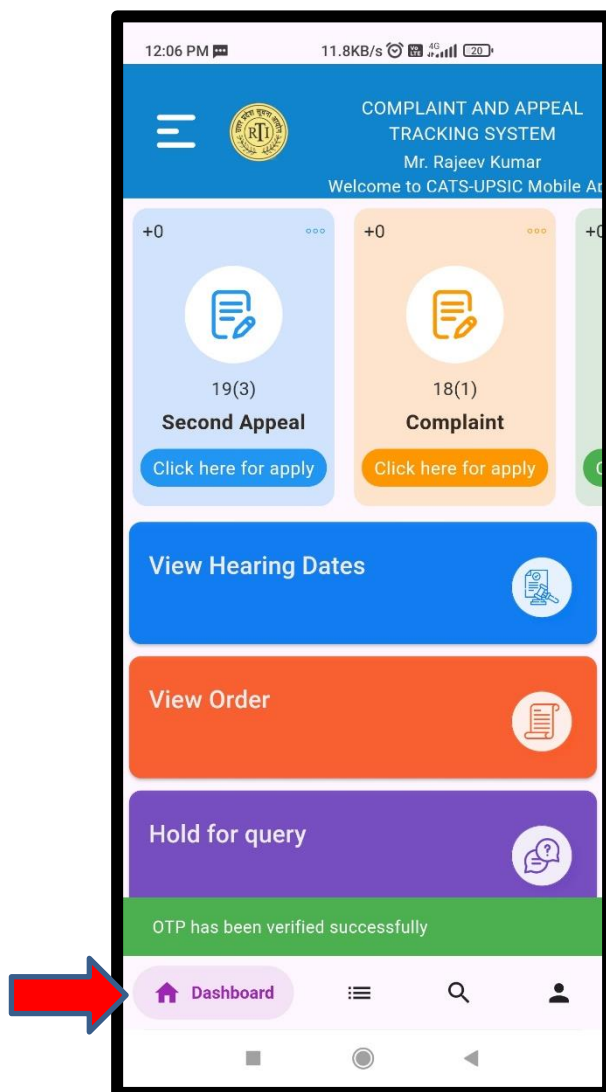
11 Online Forms

To complete an online form, applicants should click on the "Online Form" icon located in the sidebar menu. This menu becomes accessible either by clicking on the hamburger icon in the top left corner or by clicking on the options '**Click here for apply**' available at dashboard. Through this process, users can access and fill out a form, such as the complaint, appeal, KOF and other application forms.
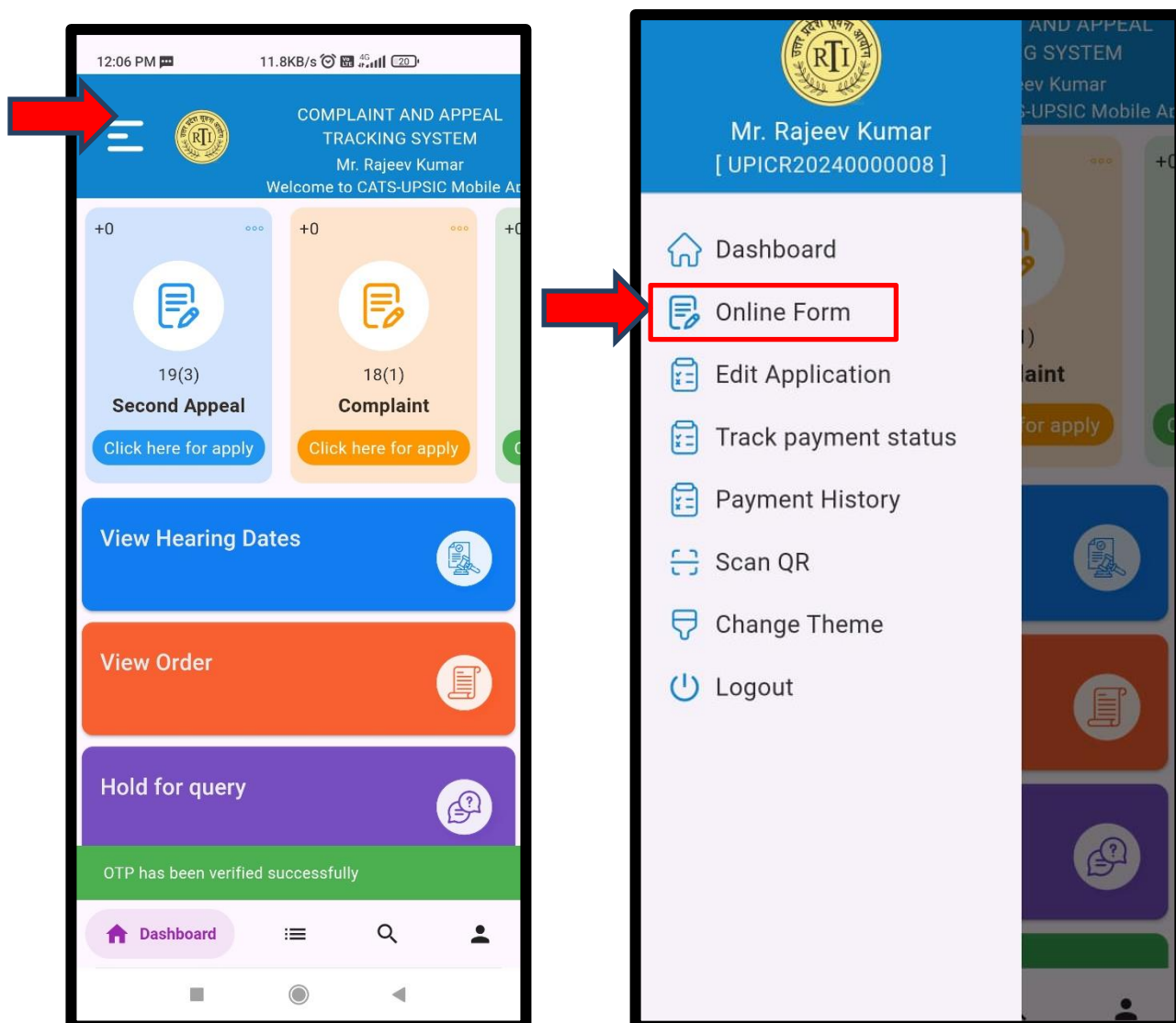
11.1.1 Request for Online Complaint Application

To fill online complaint application form, the applicant needs to click on the "Complaint" option. After that, a confirmation dialog box will appear. To open the complaint form, the applicant should click on "Yes, open it".

Note: Next, the applicant must choose the preferred hearing option, either online or offline. It is imperative to note that the form cannot be submitted without selecting this hearing preference.

After opening the form, the applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

After clicking on the "Submit" button, Citizen will receive a unique "application registration number" on their registered mobile number.

After this, the applicant can view the list of filled complaint applications by clicking on the "complaint" button.

11.1.2. Request for Second Appeal Application

To fill online second appeal form, the applicant needs to click on the "Second Appeal" radio button. After that, a confirmation dialog box will appear. To open the Second Appeal form, the applicant should click on "Yes, open it".

Note: Next, the applicant must choose the preferred hearing option, either online or offline. It is imperative to note that the form cannot be submitted without selecting this hearing preference.

After opening the form, the applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

After clicking on the "Submit" button, Citizen will receive a unique "application registration number" on their registered mobile number.

After this, the applicant can view the list of filled complaint applications by clicking on the "Second Appeal" button.

11.1.3 Request for a KOF Application

To fill online KOF form, applicant is required to click on the "**Keep on File (K.O.F.)**" option, while clicking, a confirmation dialog box will be opened. After that, they need to click on the "Yes open it" button.
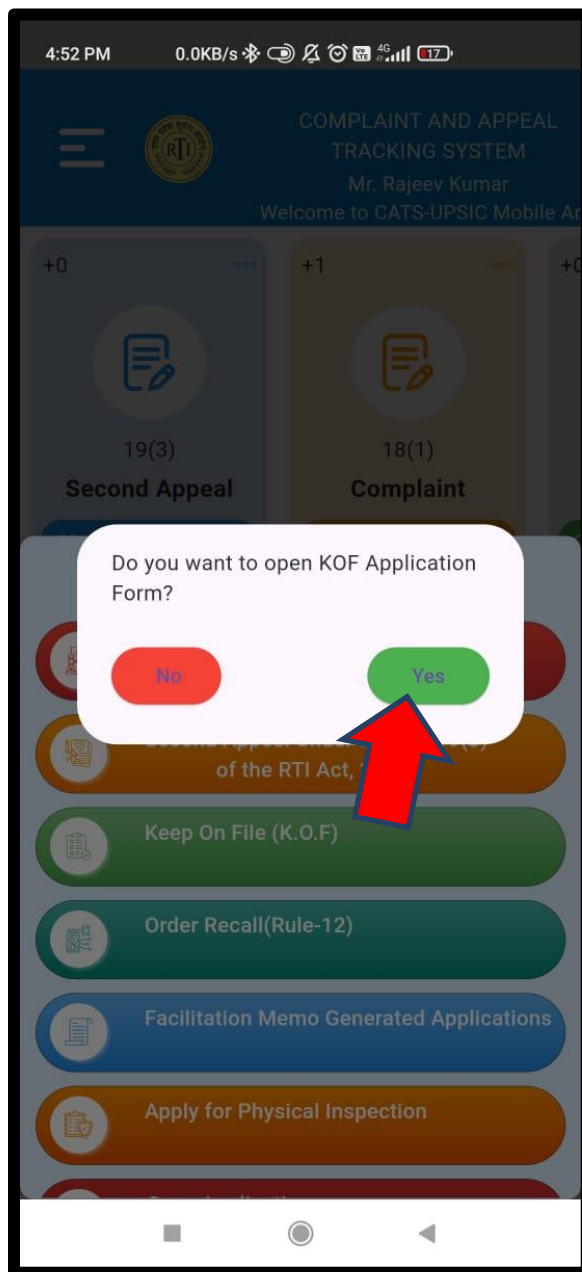
Applicant can fill KOF form by choosing one of three following options:

- File number
- Application registration number
- Diary number

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must enter their application registration number and click on the "Search" button. Which will subsequently open up the Keep on File (KOF) form

Applicant is required to upload all the required documents and then click on the **"Submit"** button.

After submitting the form, citizen will receive a unique "**Diary number**" on their registered mobile number.

After this, the applicant can view the list of filled complaint applications by clicking on the "KOF" button.

11.1.4 Request for Order Recall (Rule-12)

To fill online Order Recall (Rule-12) form, applicants is required to click on the "**Order Recall (Rule-12)**" radio button, while clicking a confirmation dialog box will be opened. After that, they need to click on the "Yes, open it" button.
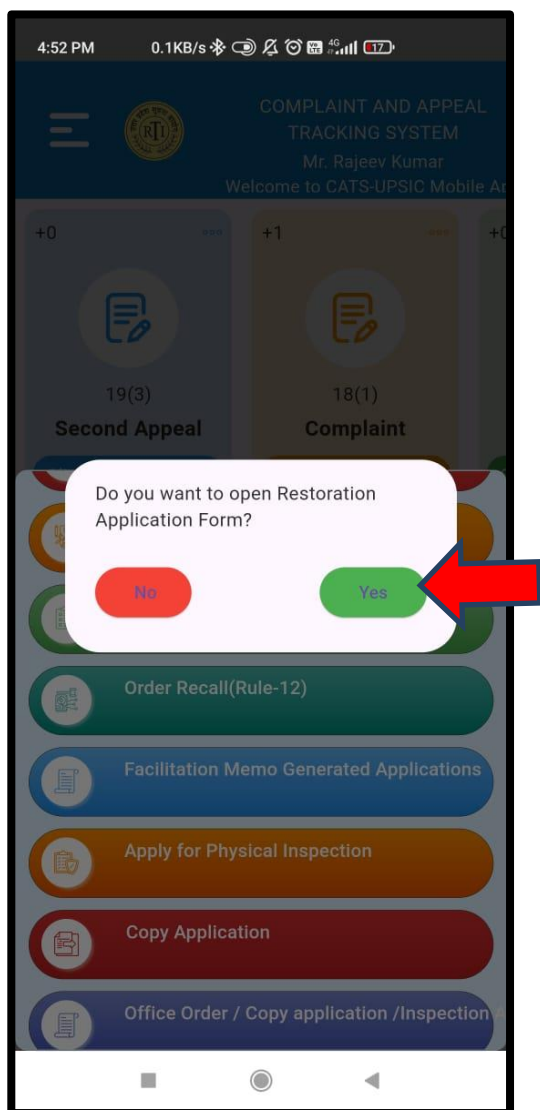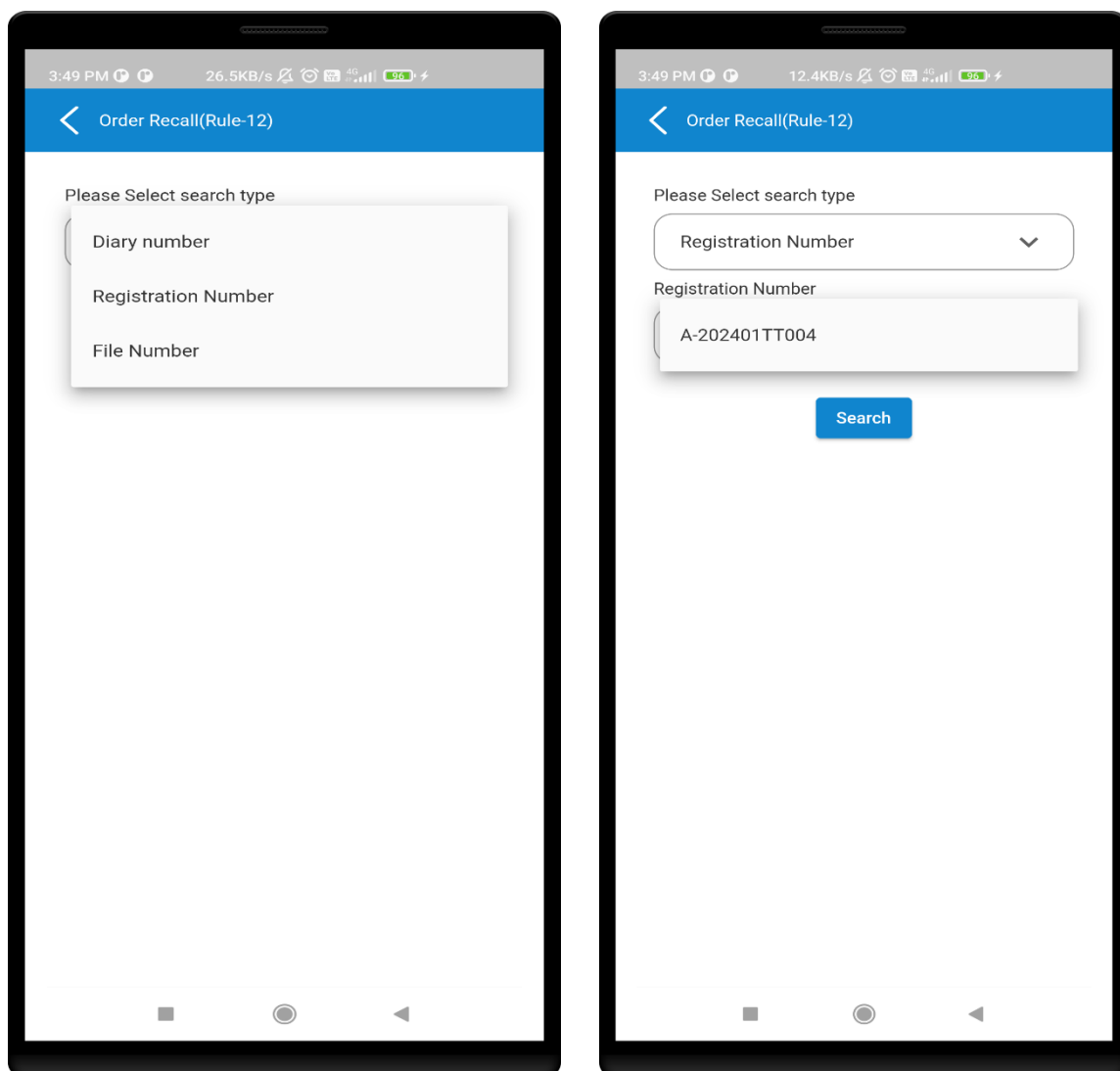
Applicant can fill Order Recall (Rule-12) by choosing one of three following options:

- File number
- Application registration number
- Diary number

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must enter their application registration number and click on the "Search" button, Which will subsequently open up the order recall rule-12 form.

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After opening the order recall application form, Applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

Note: The Order Recall form can be filled within 90 days from the case disposed date. If applicants want to fill the form after the 90 days period, they need to enter the reason for the late submission.

After clicking on the **"Submit"** button, application print preview will be opened. Applicant can download or print it for future use.

Citizen will receive a unique "application registration number" on their registered mobile number.

11.1.6 Physical File Inspection

To fill the application for physical file inspection, applicant is required to click on Apply for physical file inspection in the side bar menu.
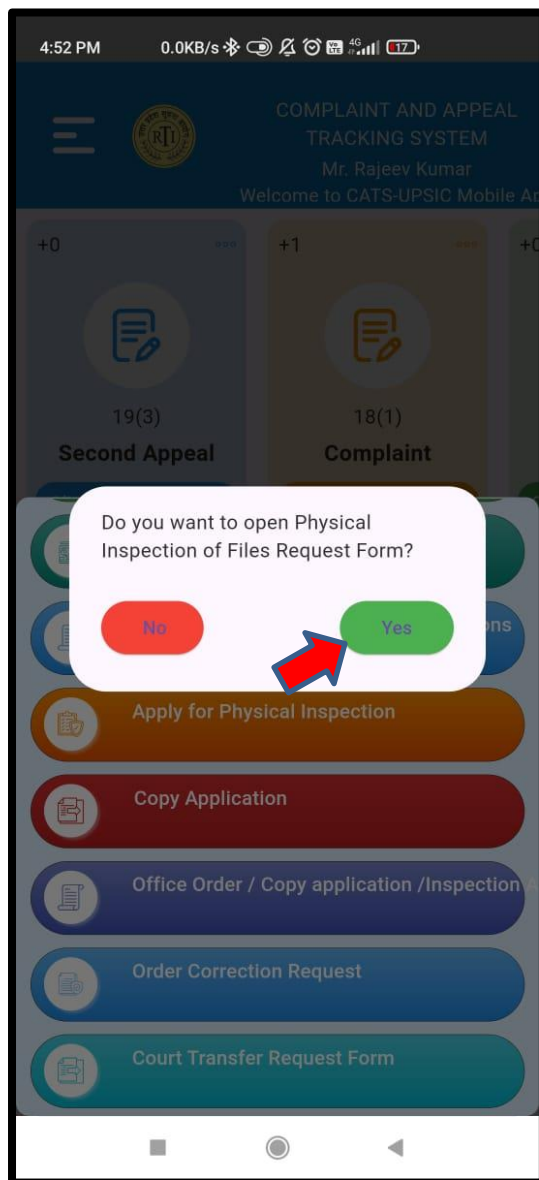

Applicant can fill physical file inspection application by choosing one of three following options:

- File number
- Application registration number
- Diary number

While choosing the option, an input box will be opened. Suppose applicant chooses application registration number option then applicant has to enter application registration number and click on the "**Search"** button.

Applicant is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

After clicking on submit button fees payment page will open. Applicant need to choose mode of fees payment, either Online or offline, suppose applicant choose offline mode applicant is required to enter challan number and upload the challan copy then click on **"pay fees"** button

After fees submission, application print preview will be opened. Applicant can download or print it for future use.

Applicant will receive a unique "Diary number" on his/her registered mobile number.
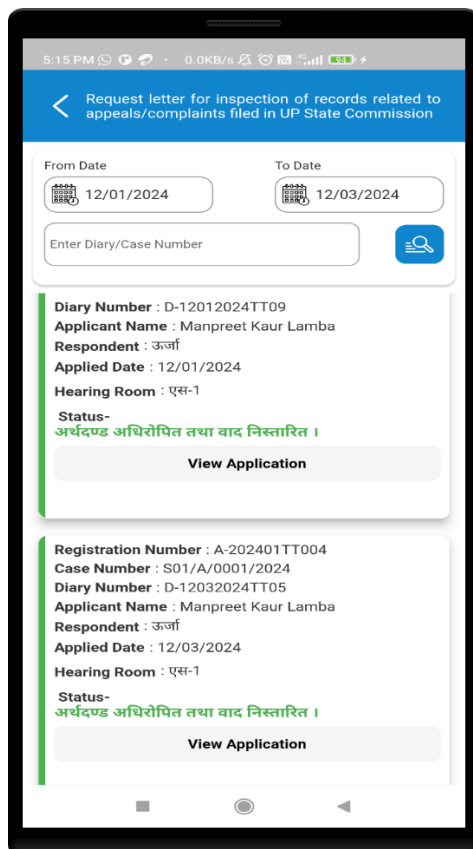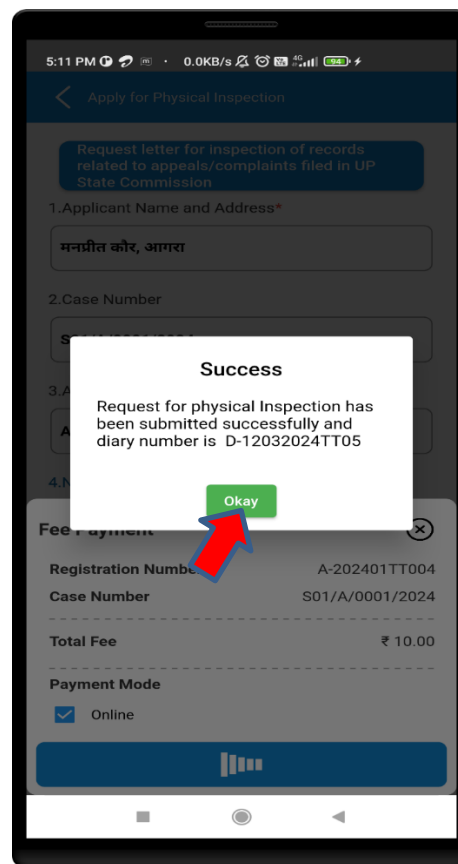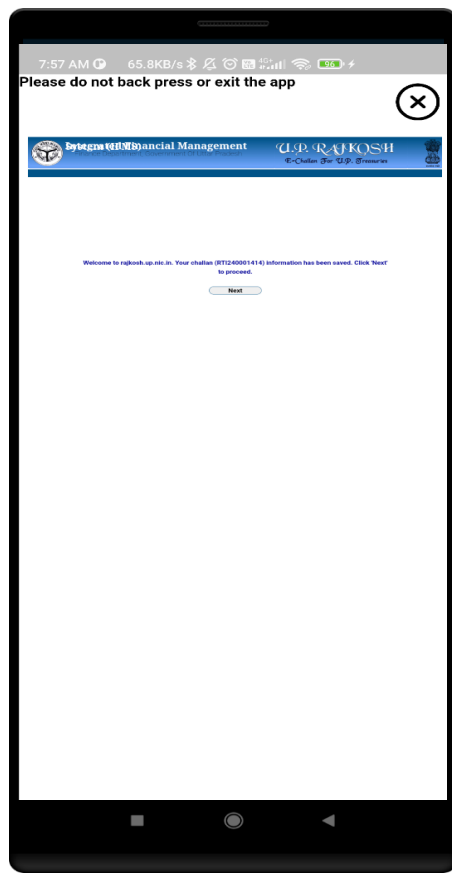
11.1.7 Copy Application

To fill online copy application, citizen has to click on "**Copy Application**" in the side bar menu.
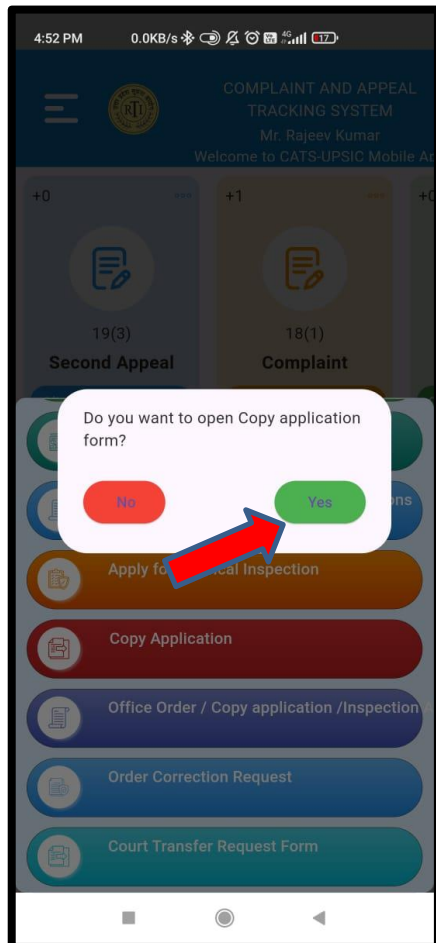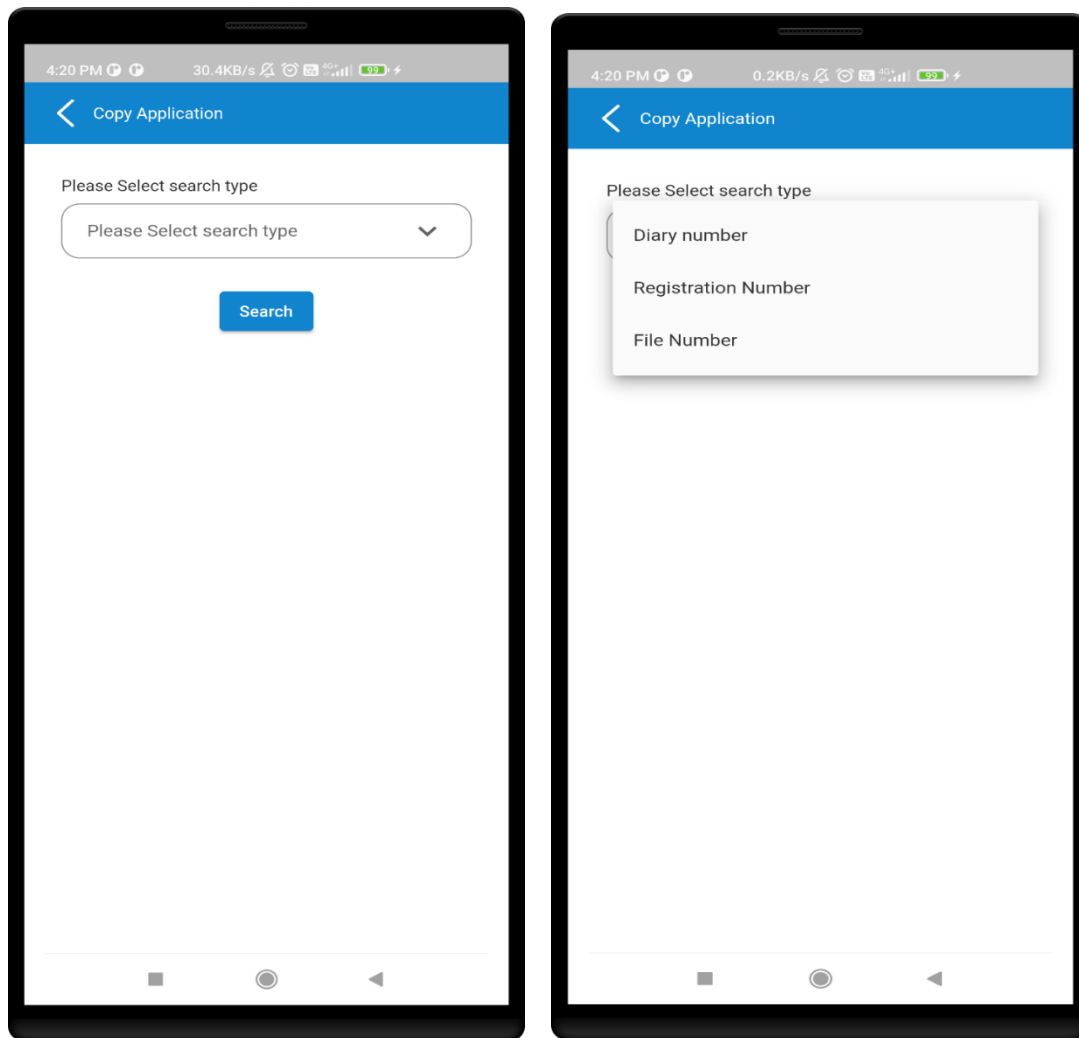
Applicant can fill Copy Application by choosing one of three following options:

- File number
- Application registration number
- Diary number

While choosing the option, an input box will be opened. Suppose applicant chooses application registration number option then applicant has to enter application registration number and click on the "**Search"** button.

After Clicking on search button, copy application form will be open. After opening the form, applicant is required to select the required order date and then click on other documents button if required any other documents.

After clicking on the other documents button applicant can view and click on check boxes corresponding to that documents which is required and click on close button.

After clicking on the "other documents" button, the applicant can view all the documents related to the file and select the checkboxes corresponding to the documents that are required. They can then click on the "close" button.
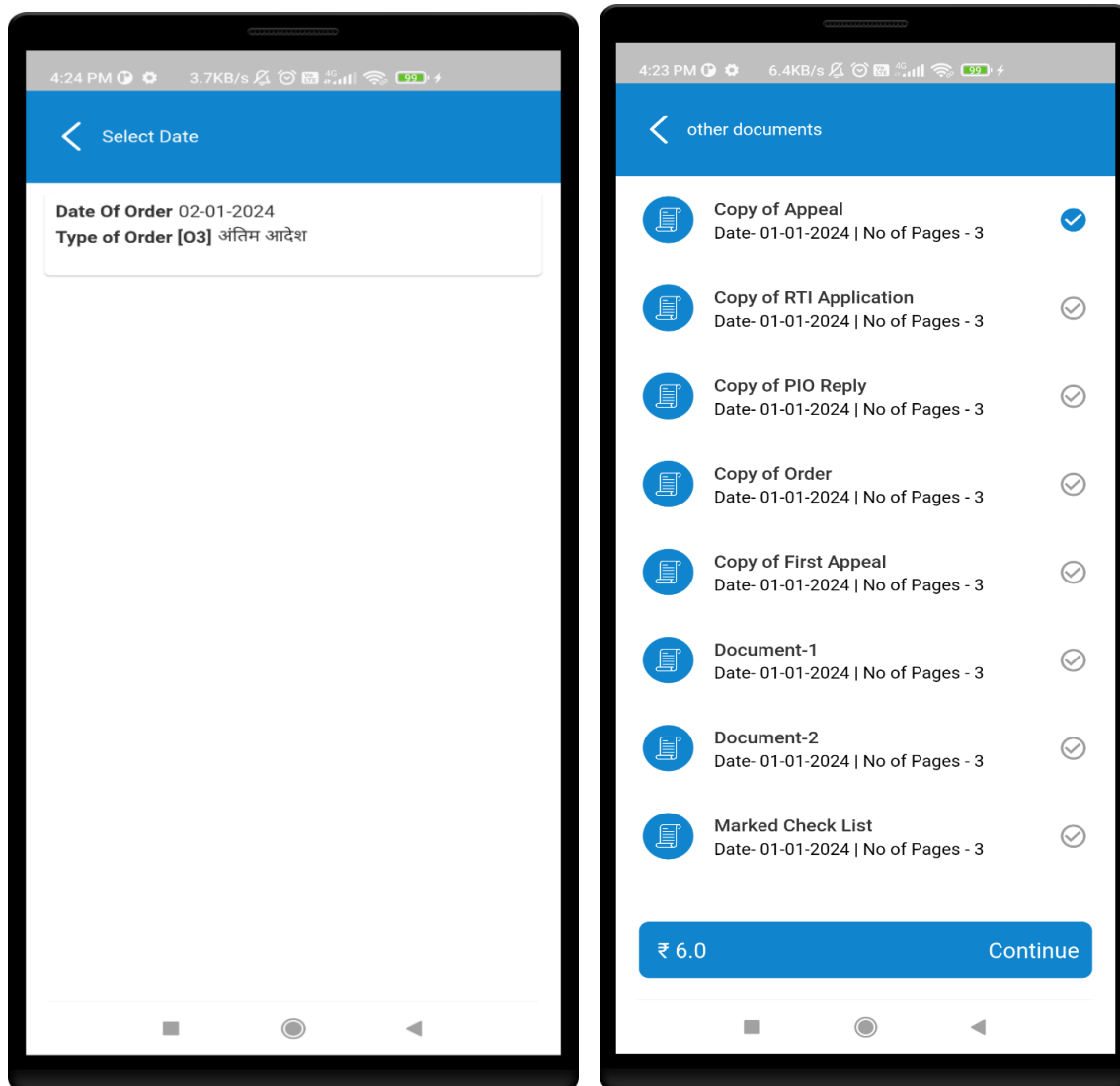
To continue applicant need to choose mode of copy receive and then click on submit button.

Fees submission –

After clicking on the submit button, the application will be put on hold for fee payment with the fee details. To pay the fees, the applicant needs to click the "Pay Fees" button, which will open the fees payment page.

The applicant needs to choose a mode of fee payment, either online or offline. If the applicant chooses the offline mode, they will be required to enter the challan number and upload a copy of the challan. Once done, the applicant can click on the "pay fees" button.

After fees payment done applicant receives unique diary number for track the application.

After submitting the application, a print preview of the application will be displayed. The applicant can download or print it for future use.

11.1.8 Application form for Office order and copy application/inspection application.

To fill the Application form for Office order and copy application/inspection application, citizen has to click "**Office order and copy application/inspection application**" in the side bar menu.

After clicking, four types of forms will appear. The applicant needs to click on the checkbox corresponding to the desired application to proceed.

While choosing the option, an input box will be opened. Applicant will enter the application diary number and click on the "**Search**" button.

After Clicking on search button, Office order and copy application/inspection application form will be open. After opening the form, a citizen is required to enter all the necessary details and upload all the required documents and then click on the **"Submit"** button.

Fees submission

After clicking on the submit button, the application will be put on hold for fee payment with the fee details. To pay the fees, the applicant needs to click the "Pay Fees" button, which will open the fees payment page.

Applicant need to choose mode of fees payment. Online or offline, suppose applicant choose offline mode applicant is required to enter challan number and upload the challan copy then click on **"pay fees"** button.
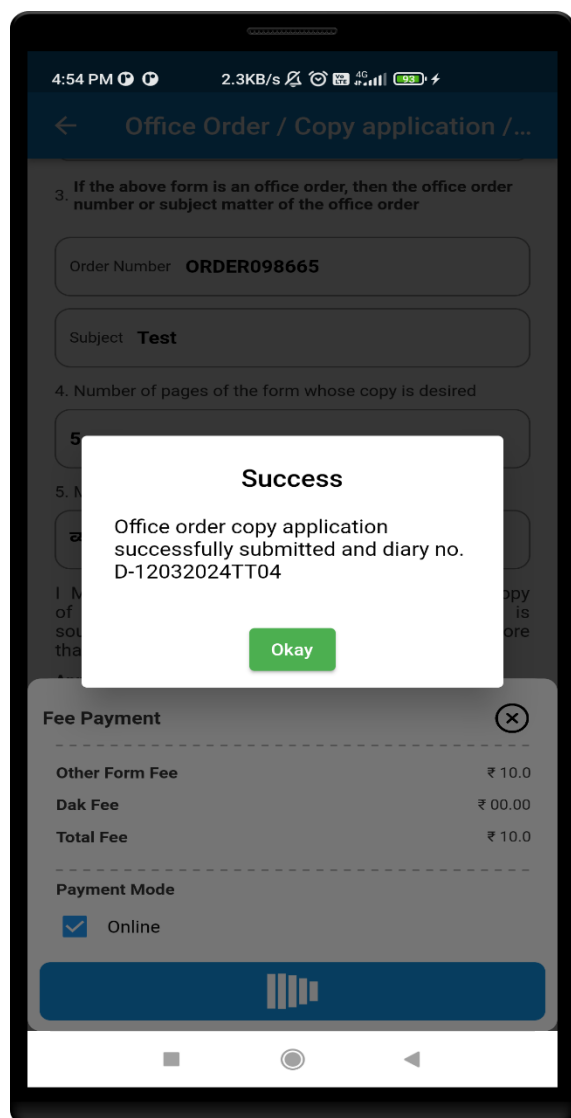
After clicking on the **"Submit"** button, application print preview will be opened. Applicant can download or print it for future use.

12. Side Bar

Citizen has to click on hamburger menu (Side bar icon on the top left at the citizen's Dashboard) to view more options available in the application.

12.1 Dashboard

Citizen has to click on '**dashboard**' to navigate to dashboard.
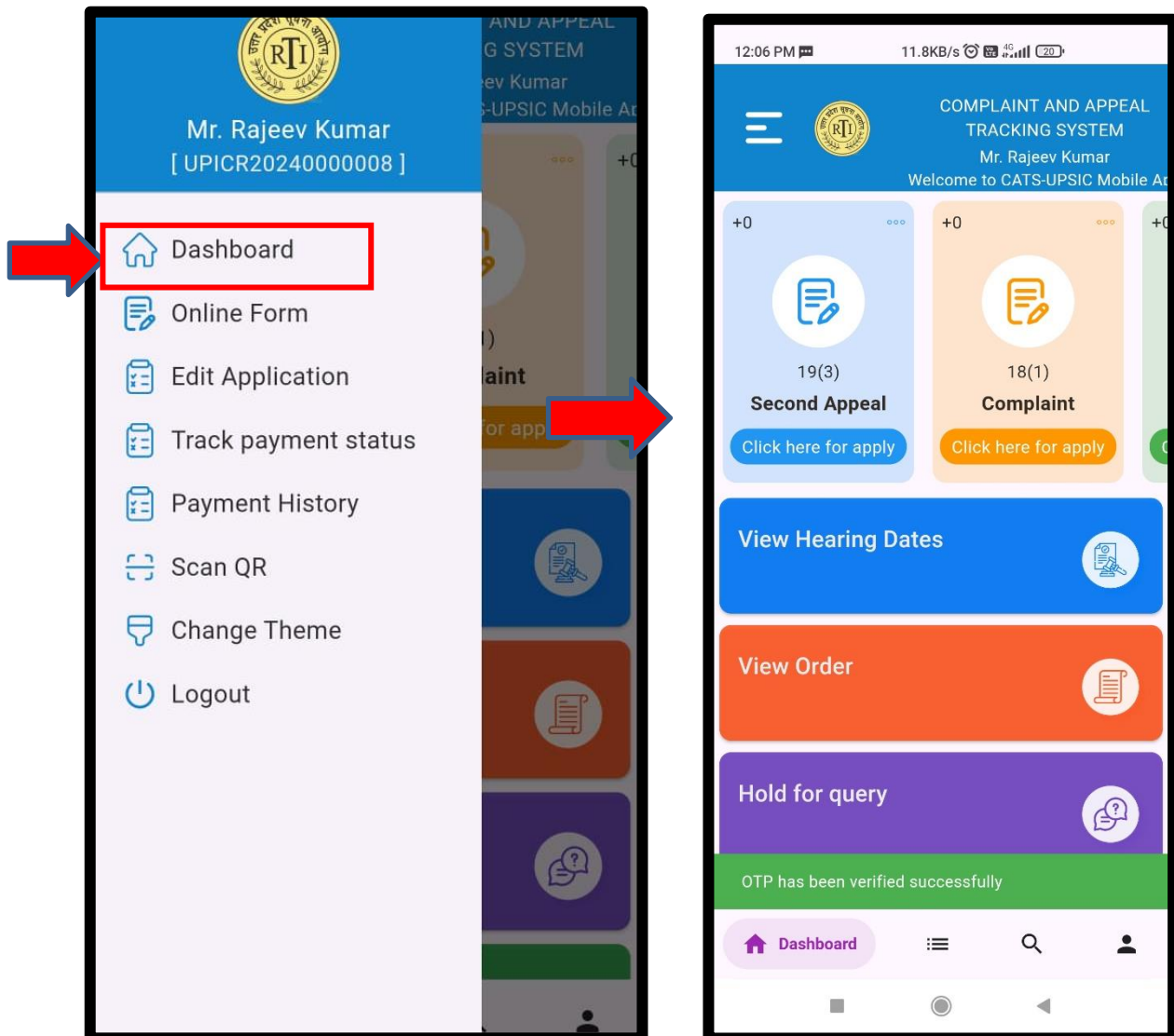
12.2 Online Form

Citizen has to click on '**Online Form'** to open forms that are available there.
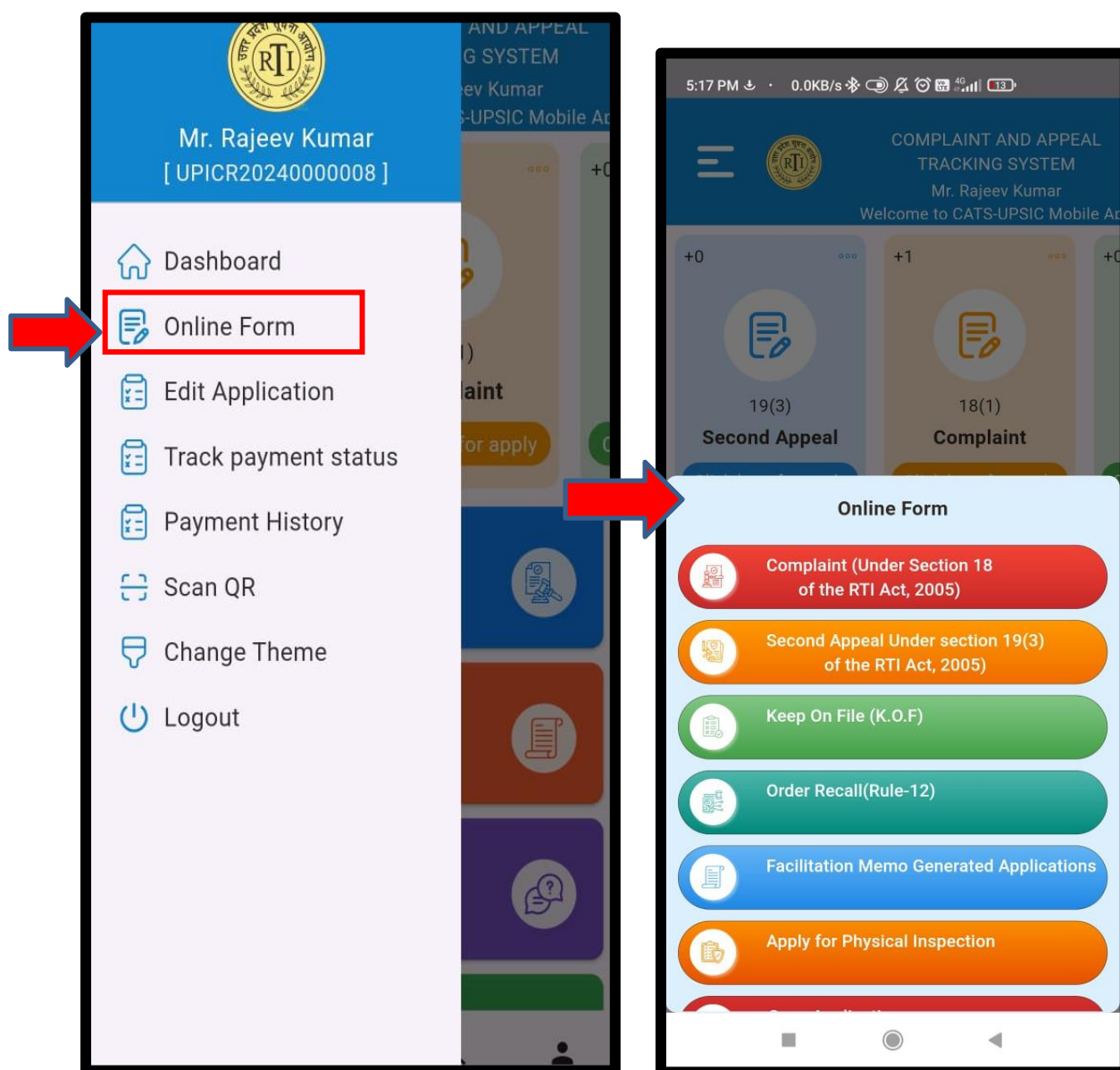
12.3 Track Status

To track the status of application, a citizen must click on "**Track Status**" button in the Sidebar Menu.
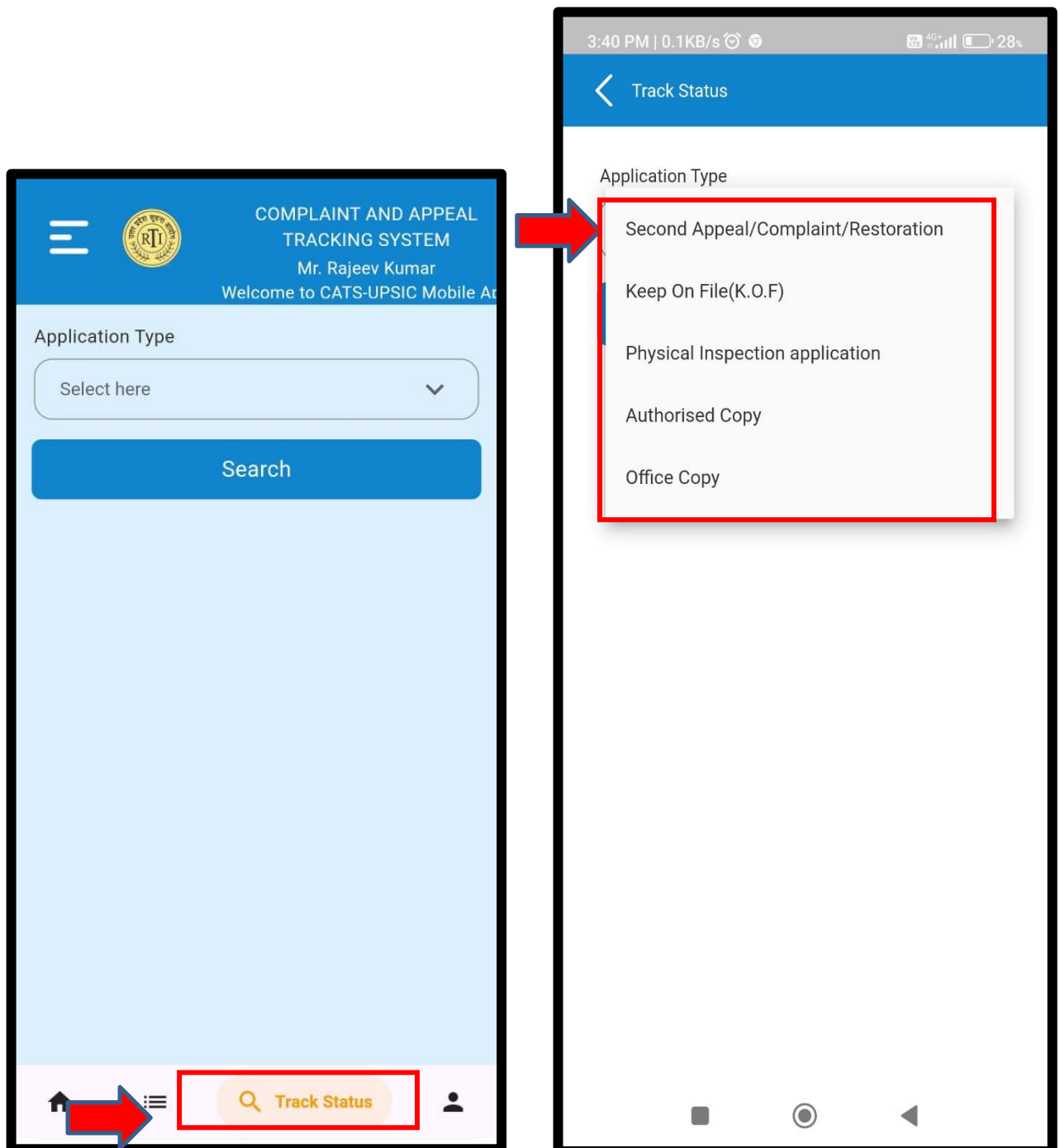
Select the type of application for which you would like to view the sta

Applicant can track the application by choosing one of three following options:

- File number

- Application registration number
- Diary number

After choosing the option, an input box will be opened. Citizen shall enter the respective number and click on the "**Search"** button.

Application status gets displayed on your screen.
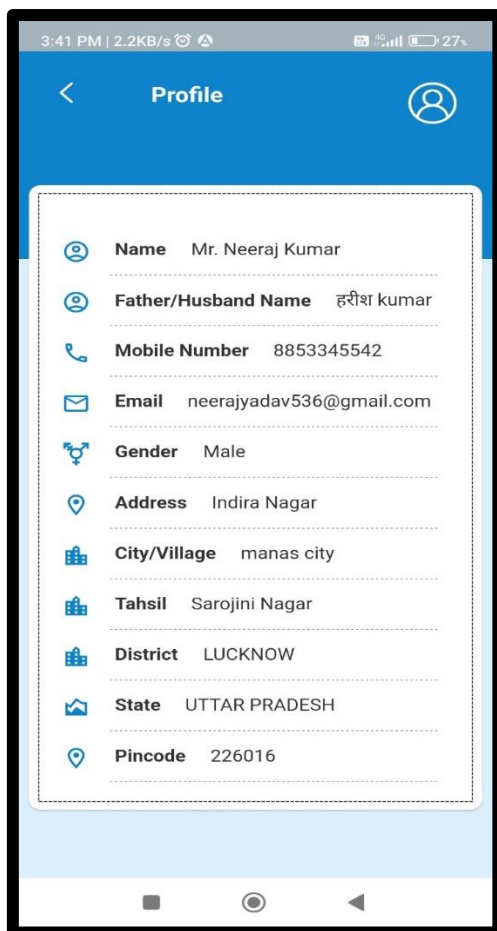
12.4 My Account

i) View Profile

Citizen has click on '**My account'** from side bar and then click on '**View Profile'**.
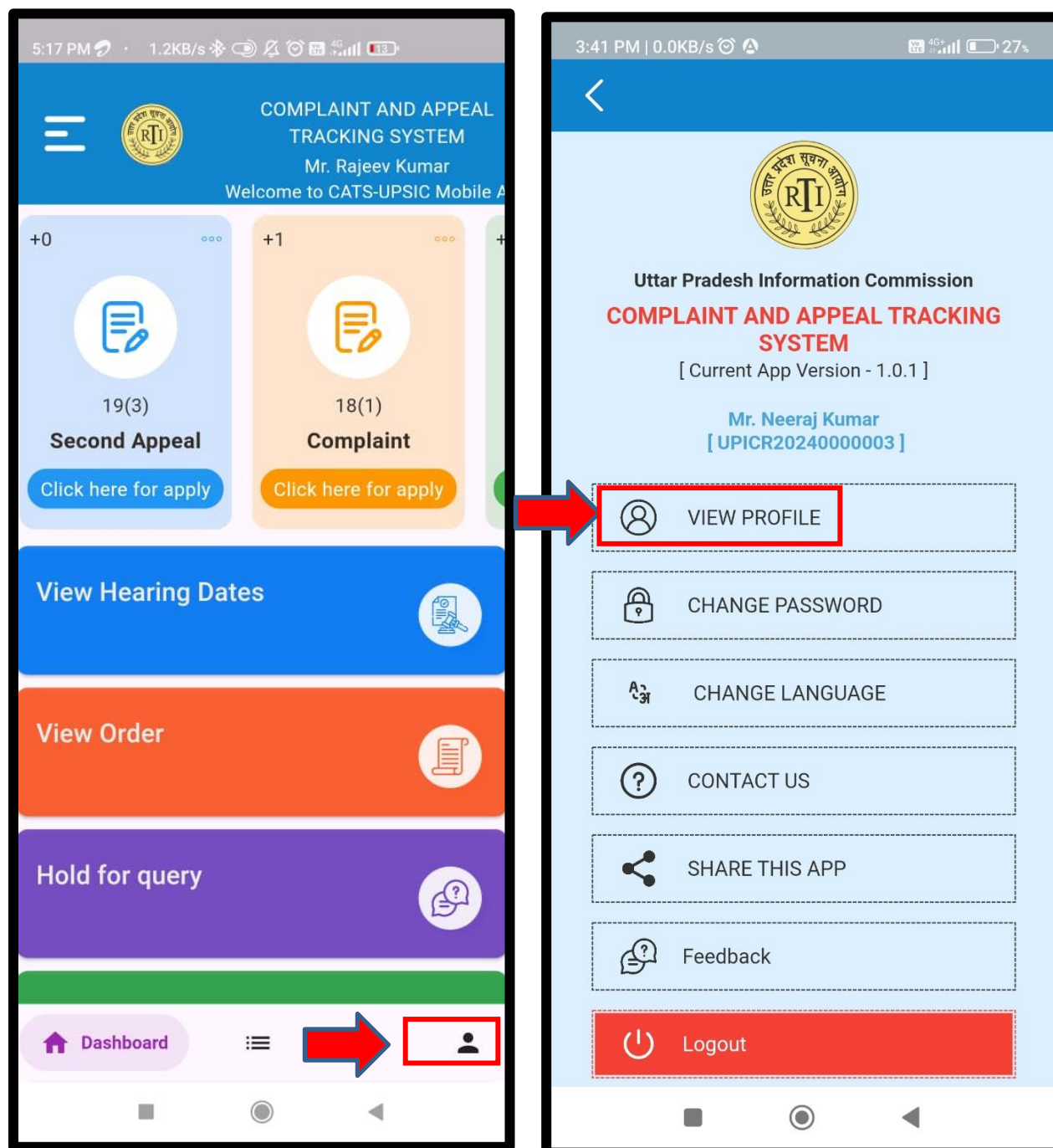
After Click on '**View Profile',** a new page will appear with all personal details of citizen.

iii) Change Password

Citizens can change his/her password by clicking on the **"Change Password"** option available in the settings section.
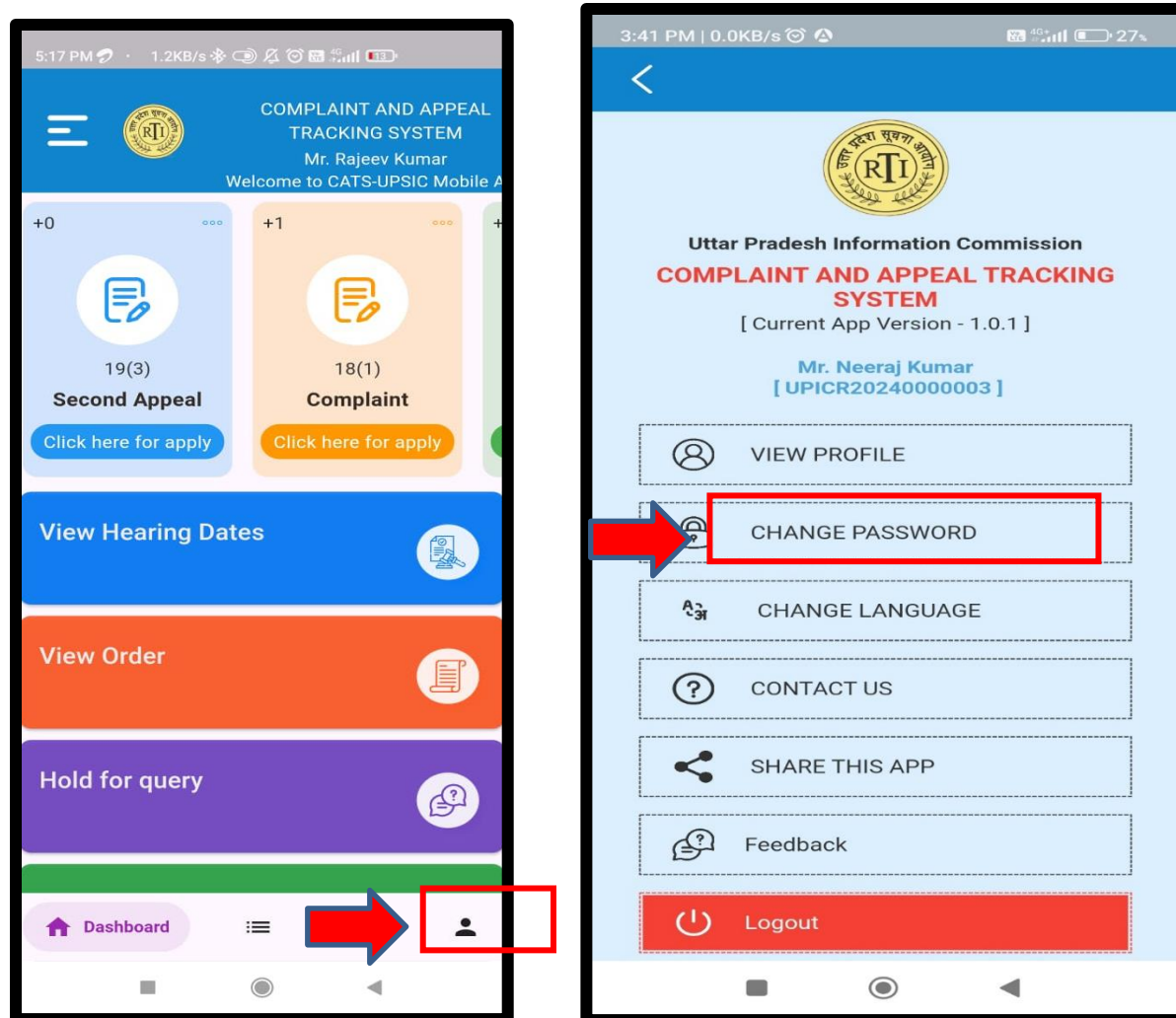
A citizen is required to enter Current password, new password, confirmed password and click on the **"Update Password"** button to successfully update his/her password.

iii) Change Language

Citizen have to click on '**change language** 'then options for English and Hindi will appear. Citizen can choose the language with his/her own comfortability.
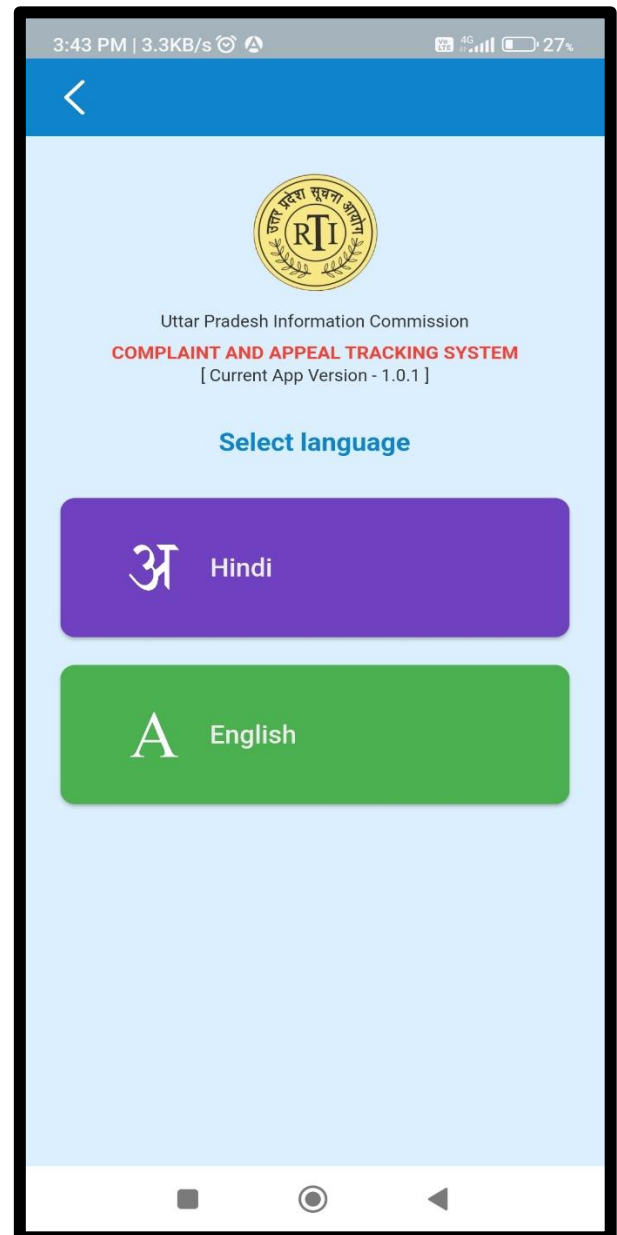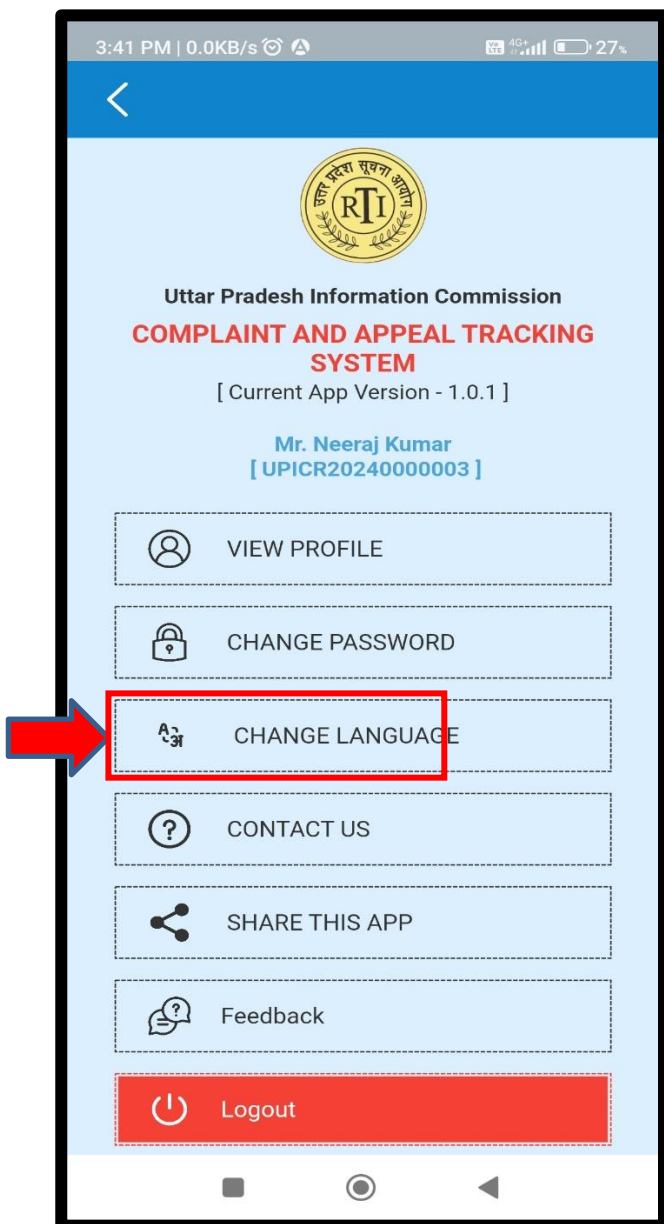
After choosing the language, content of whole app will be change accordingly.

iv) Contact us

To access all contact details of the Uttar Pradesh State Information Commission, the citizen needs to click on 'Contact Us.' Upon clicking, the contact information screen will appear.
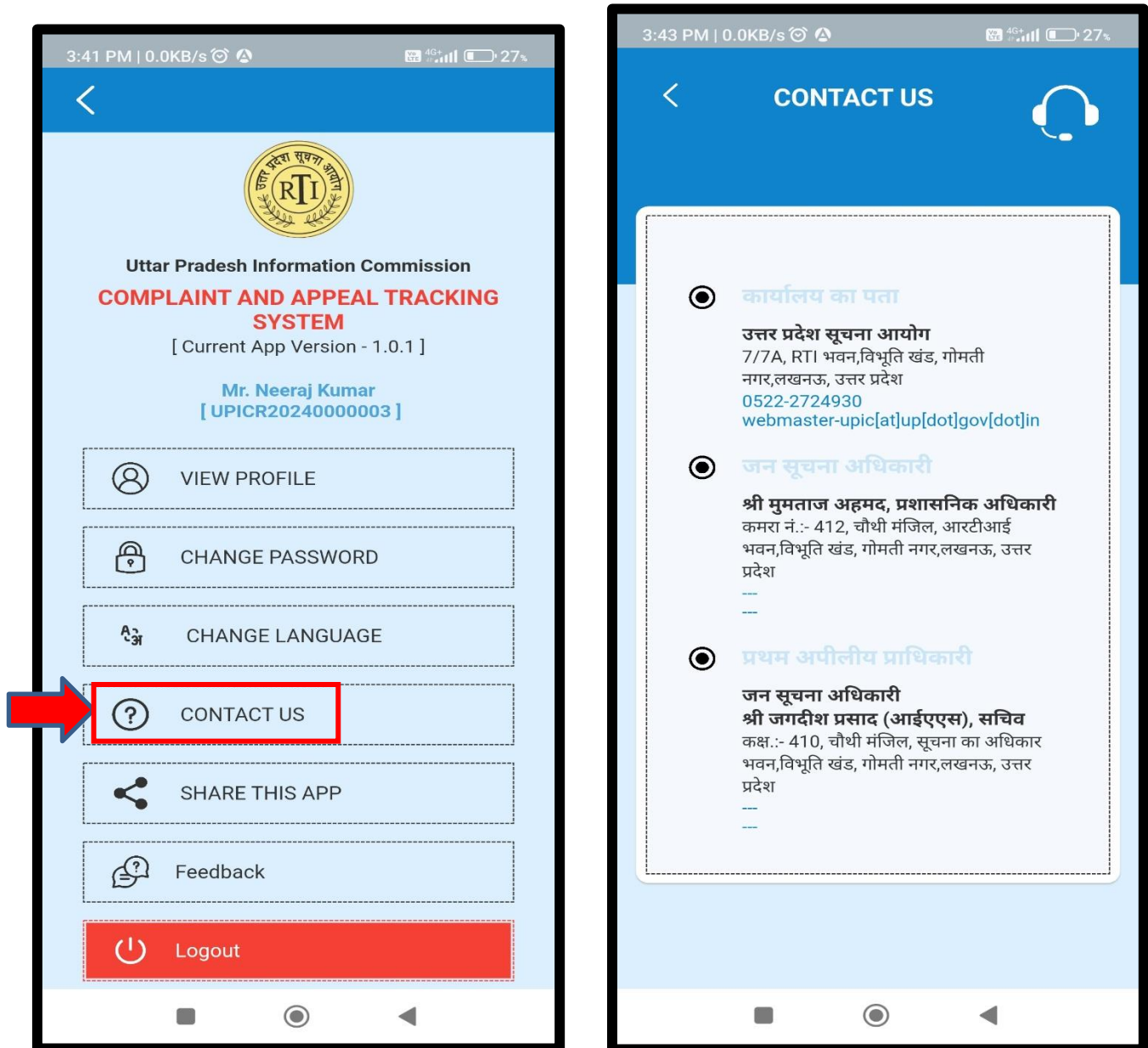
v) Share app

The citizen has to click on '**Share' button** to view the all option for share application link.

After clicking on '**Share'** bottom sheet dialog will open with all options for sharing then citizen has to choose the appropriate option for sharing link.
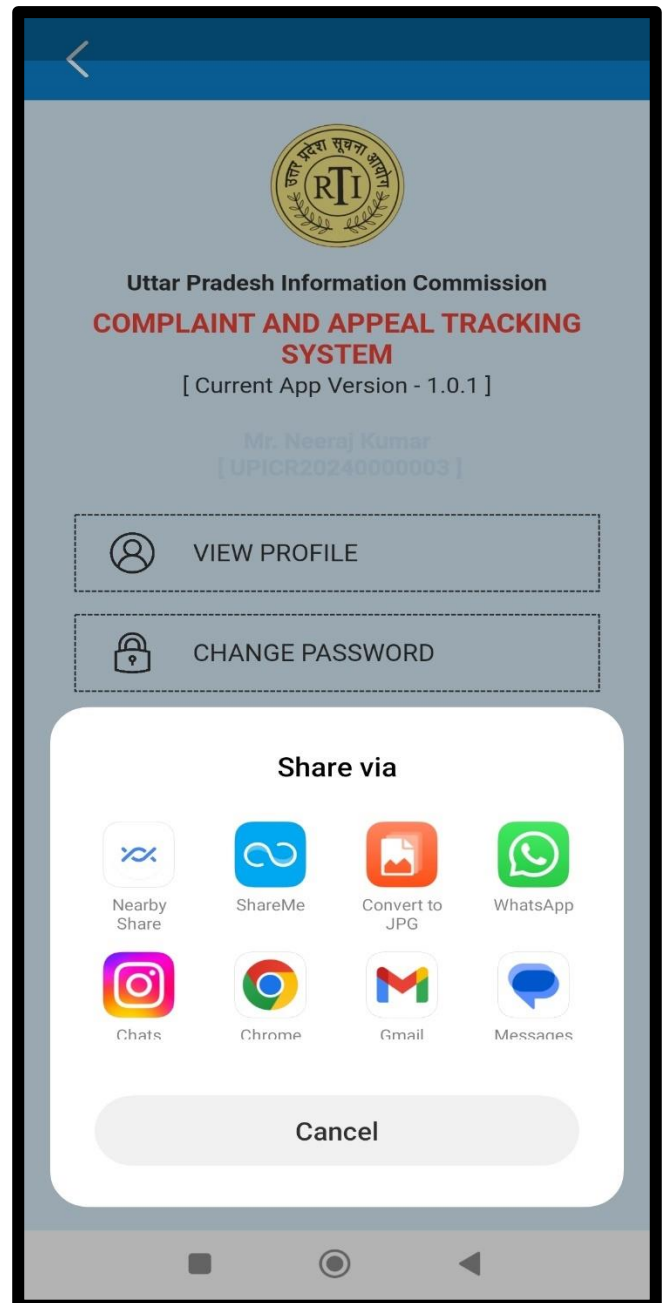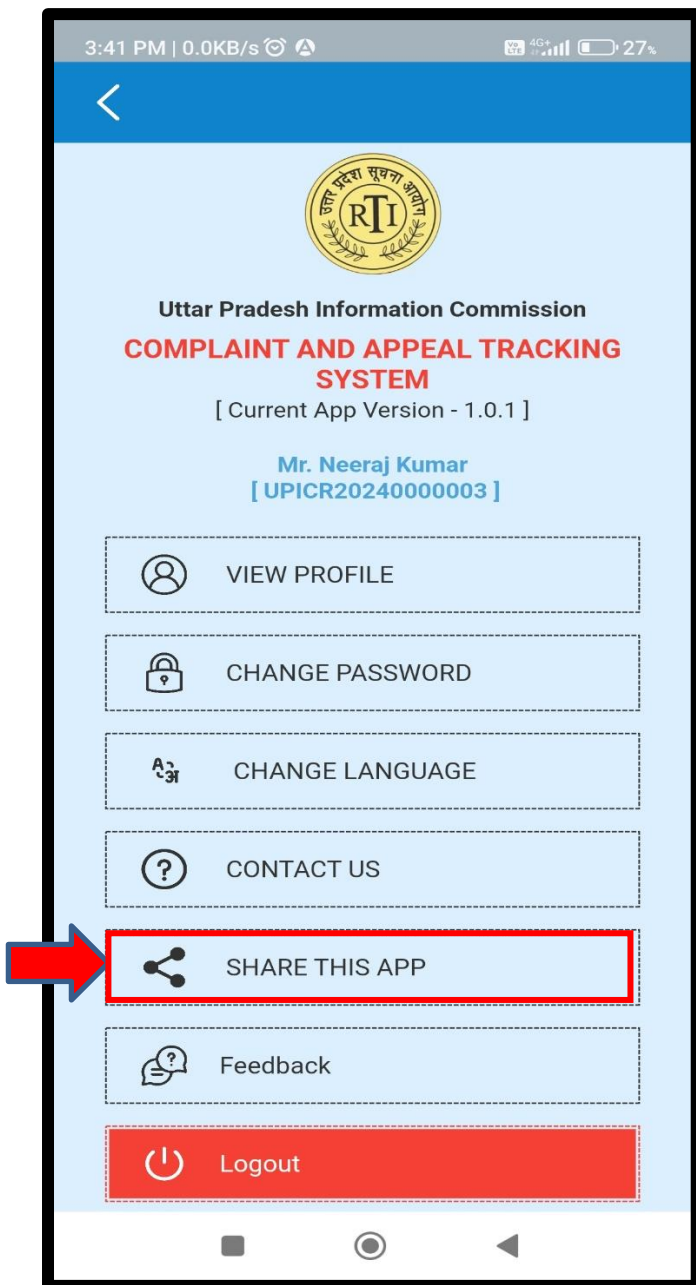
vi) Logout

Click on **Logout** from Side bar for logout. Then a popup dialogue will appear then click on '**yes'** to logout. After logout citizen will redirect to login page.
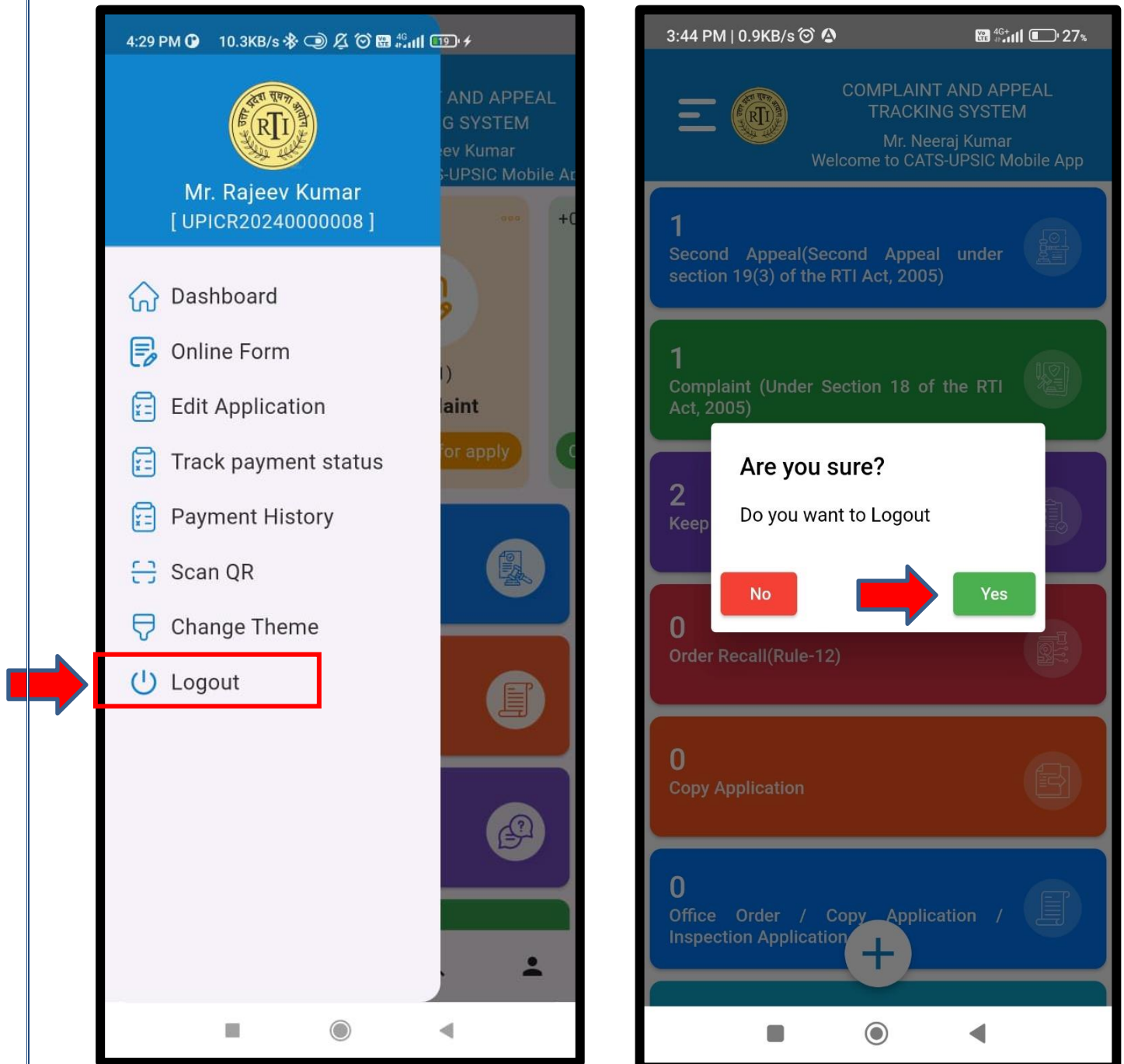
12.7 Request for Order Correction

Applicant can request online for order correction; they need to click on "**Request for order correction**" in the side bar menu.

It will open an input box where the applicant needs to enter the order number for the specific order content they wish to modify. After entering the order number, they should click on the "**Search**" button.

Upon clicking, order details will appear along with a text box. The applicant should enter their concerns into the text box and then click on the "**Submit**" button.

12.7 Request for Hearing Room Transfer

Applicant can request online for transfer the case from one hearing room to another. they need to click on "**Request for Hearing Room Transfer**" in the side bar menu.
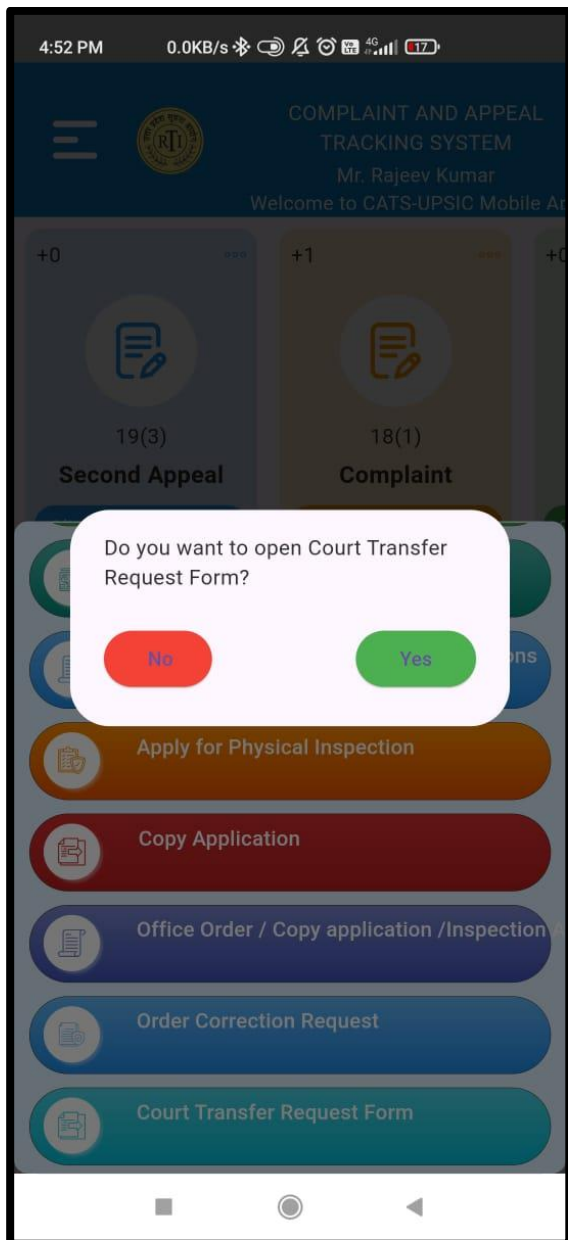
It will open a dropdown where the applicant needs to select the registration number/file number for the specific file they wish to move on. After selecting the respective number, they should click on the "**Search**" button.

after clicking, file details will appear along with a text box. The applicant should select the desired hearing room and then click on the "**Submit**" button.

12.8 Scan QR Code

Citizen has to click on '**Scan QR Code'** to scan QR code for verifying the Notice/order and other documents.

After selecting scan menu, a QR code scanner will be launched. Citizen has to focus the camera on QR code.
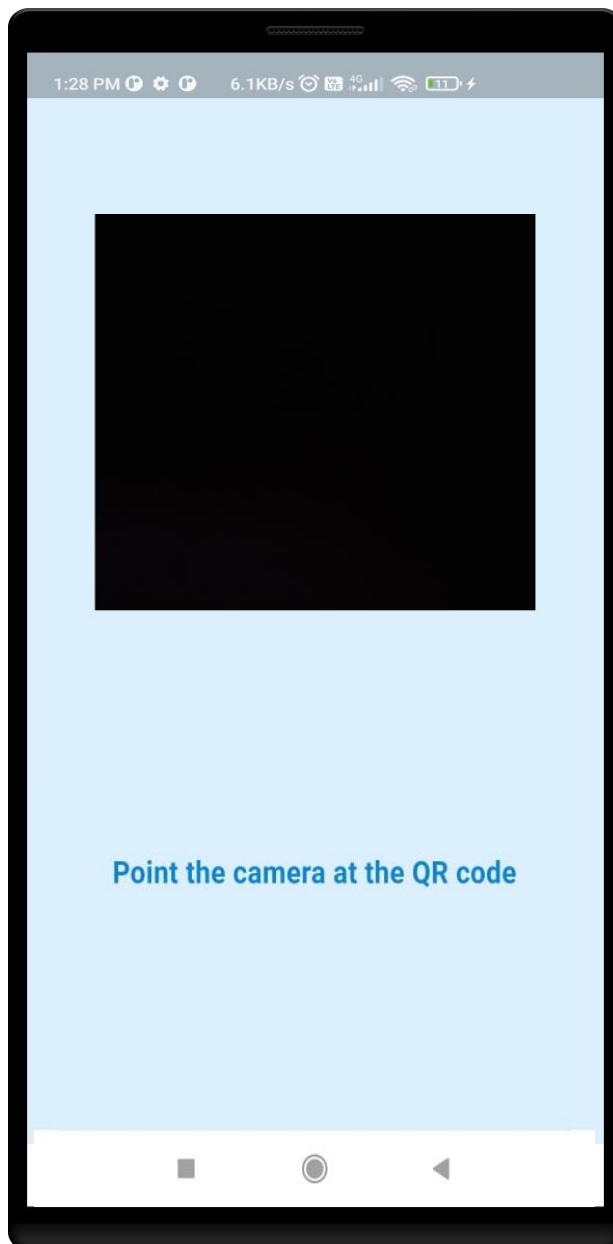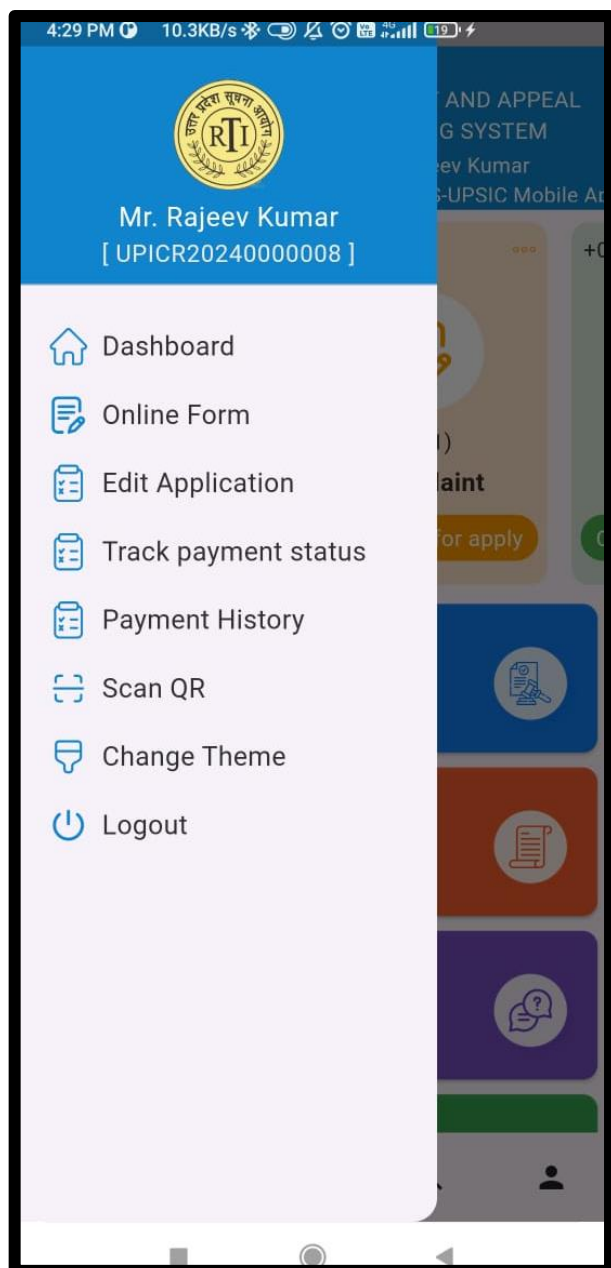

After scanning QR code, it will redirect to browser page with captcha, once the captcha filled and verified. Then a latest copy of that respective document will be downloaded automatically in PDF format. Then it can be open with any pdf viewer.

12.9 Change Color Theme

Citizen has click on '**Change color theme'** to change the appearance of mobile application theme. Then a color theme palette will appear.
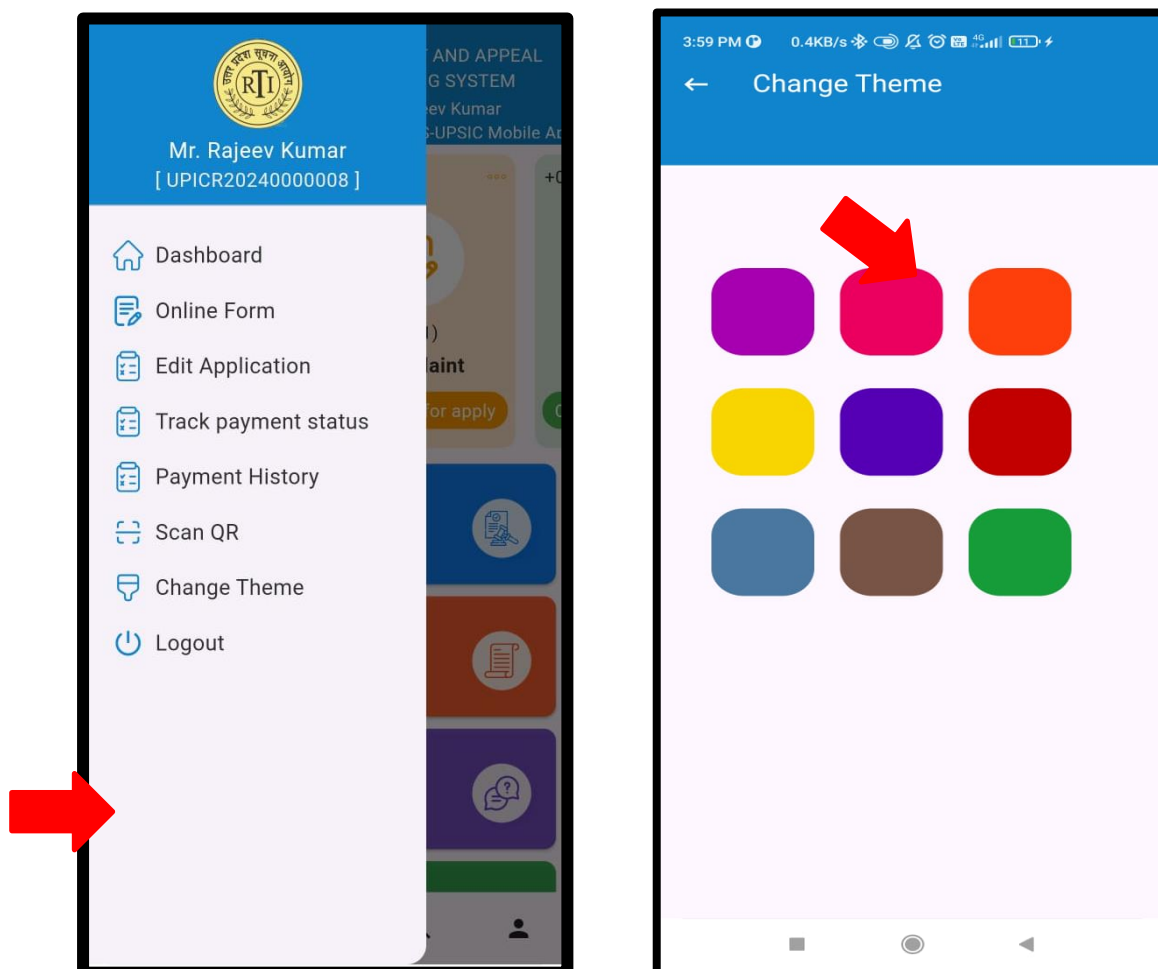
Citizen has to click on desired theme. Once clicked, it will automatically apply to the entire application.
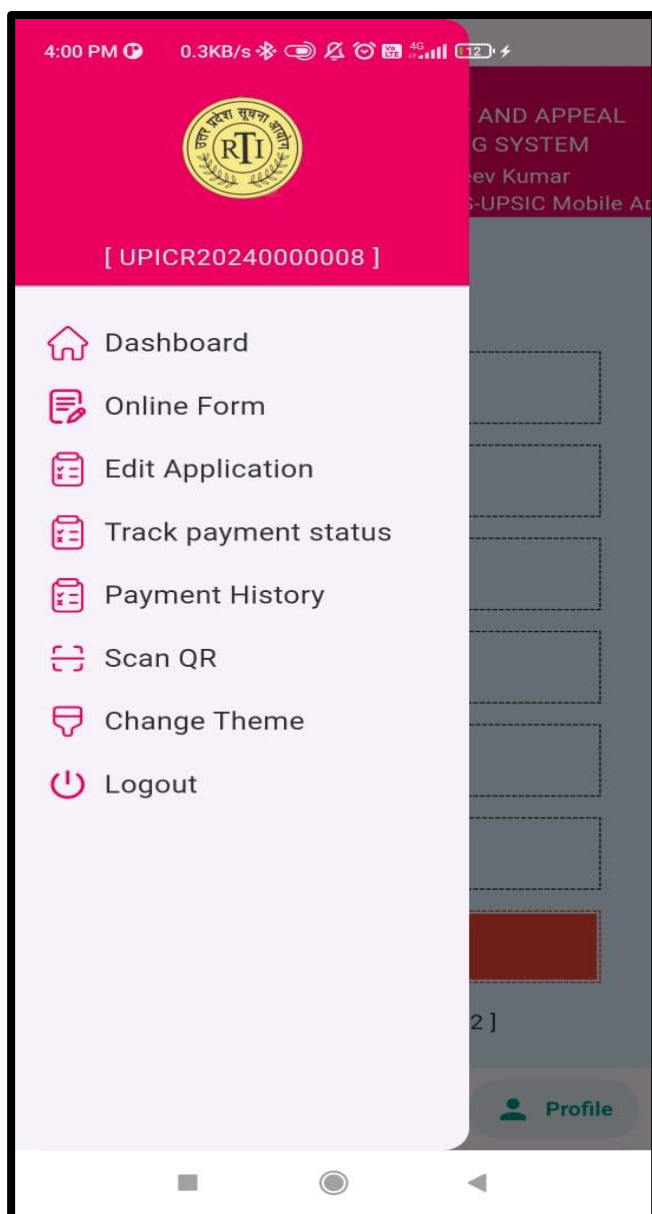
12.10 Contact us

citizen has to click on '**Contact us'** to view to all contact details of Uttar Pradesh State information commission.
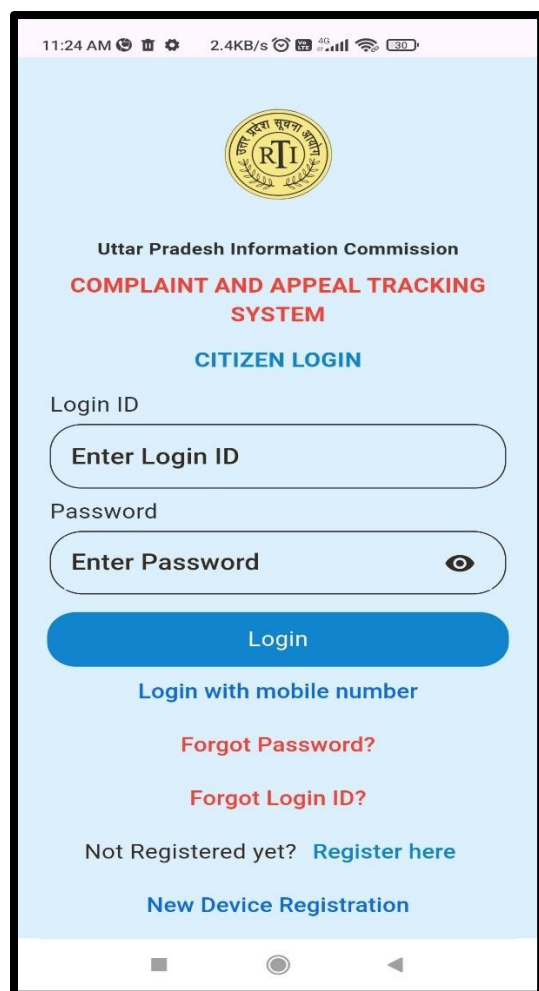
After click '**Contact us'** contact info screen will appear.

12.11 Logout

Click on **Logout** from Side bar for logout. Then a popup dialogue will appear then click on '**yes**' to logout. After logout citizen will redirect to login page.

13. FORGOT LOGIN-ID

If any applicant forgot their login id, he can get their login id by clicking on forgot login id.

Applicant needs to enter the registered mobile number and then verify otp .

Enter the received OTP and click on submit button.

After the entire process applicant gets their login id with basic details as shown in below image.

Applicant receives login id message on their registered mobile number.

14. FORGOT PASSWORD

If any applicant forgot their password, he can reset their password by clicking on forgot password. Applicant needs to enter the Login Id then clicks on "**Continue**" button

Enter the received OTP and click on '**Continue**' button.

After verify the OTP applicant can reset their password.

After the entire process applicant receives default.